



# Henderson Age-Friendly Action Plan 2024

**AARP** HENDERSON



# HENDERSON

## Senior Citizens Advisory Committee

February 14, 2023

To: City of Henderson Seniors  
From: Senior Citizens Advisory Commission  
Re: 2024 Henderson Age-Friendly Action Plan

On behalf of the Senior Citizens Advisory Commission (SCAC), thank you for the opportunity to work collaboratively with the AARP Age-Friendly Action Plan Working Group and City of Henderson staff to guide the development of the City's 2024 Age-Friendly Action Plan.

This effort brought together the expertise and insights of staff, AARP, community volunteers and seniors to provide input on the goals, strategies, and metrics indicated in this Plan. The 2024 Age-Friendly Action Plan sets forth an ambitious agenda for the City to thrive and become a welcoming, resourceful and livable community for all seniors.

We are grateful for the opportunity to have assisted in this important endeavor and look forward to the completion of the projects outlined in this Plan.

Sincerely,

DocuSigned by:

*Joanna Gerali*

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Joanna Gerali, SCAC Chairperson



## Acknowledgements

The Henderson Age-Friendly Action Plan was made possible by the cooperative efforts of the following individuals who contributed significantly to the successful completion of the project:

### City Council

Michelle Romero – *Mayor*

Jim Seebock – *Councilmember (Ward I)*

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Dan Stewart – *Councilmember (Ward IV)*

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### Senior Citizens Advisory Commission

Joanna Gerali – *Commissioner (Chair)*

Judy Belanger – *Commissioner*

Richard Berman – *Commissioner*

Steve Boyce – *Commissioner*

Jordan Flake – *Commissioner*

Anita Gant – *Commissioner*

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Edward O’Neil – *Commissioner*

Delwin Potter – *Commissioner*

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### AARP Nevada

Maria Moore – *State Director*

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Barry Gold – *Government Relations*

William Armbruster – *National Representative*

## Executive Summary

In July 2015, Henderson was the first city in Nevada to be designated as Age-Friendly Community, defined by the American Association of Retired Persons (AARP) as an inclusive and accessible urban environment that promotes active aging. Following this designation, the City adopted its first Age-Friendly Action Plan in January 2018. In order for the City to maintain the Age-Friendly Community designation, AARP requires an update to the Age-Friendly Action Plan after five years following their multi-step process of improvement. The 2024 Age-Friendly Action Plan is an update to the 2018 Plan and used the goals and strategies from the previous plan as a foundation to accomplish the following:

1. Fulfill AARP's requirements to maintain designation for an Age-Friendly Community.
2. Evaluate the goals and strategies of the previous Plan to identify gaps and ongoing priorities.
3. Develop new goals and metrics based on feedback from the Outreach and Engagement Groups.

This plan was built with senior community input, including the engagement of the Senior Citizens Advisory Commission by reviewing all AARP domains of livability and its direct application to Henderson, and a community survey where 347 responses were received. As such, the AARP Domains of Livability and Henderson's priority goals for this Plan update for the next 5 years are as follows:



### OUTDOOR SPACES AND BUILDINGS

Create gathering spots that are safe and enjoyable, while being accessible to all.



### TRANSPORTATION

Offer safe, accessible, reliable, and timely transportation options.



### HOUSING

Provide seniors with independence and quality of life to age comfortably and safely.



### SOCIAL PARTICIPATION

All citizens should be able to participate in leisure, social, cultural, and spiritual activities.



### RESPECT AND SOCIAL INCLUSION

All citizens should have the opportunity to participate in social, civic, and economic life.



### CIVIC PARTICIPATION AND EMPLOYMENT

Seniors should be able to find employment or volunteer their skills if they choose to do so.



### COMMUNICATION AND INFORMATION

Seniors with varying capacities and resources should have equal access to information.



### COMMUNITY SUPPORT AND HEALTH SERVICES

Seniors should have equal access to affordable health and support services.

## Resumen Ejecutivo

En julio de 2015, Henderson fue la primera ciudad de Nevada designada como Comunidad Amigable con los Adultos Mayores, definida por la Asociación Americana de Personas Jubiladas (AARP por sus siglas en inglés) como un entorno urbano inclusivo y accesible que promueve el envejecimiento activo. Después de esta designación, la Ciudad adoptó su primer Plan de Acción Amigable con los Adultos Mayores en enero de 2018. Para mantener la designación de Comunidad Amigable con los Adultos Mayores, la AARP requiere una actualización del Plan cada cinco años. El Plan de Acción Amigable con los Adultos Mayores de 2024 es una actualización del Plan de 2018 y se usaron los objetivos y estrategias del plan anterior como base para lograr lo siguiente:

1. Mantener la designación de Comunidad Amigable con los Adultos Mayores.
2. Evaluar las metas y estrategias del Plan anterior para identificar brechas y prioridades en curso.
3. Establecer nuevos objetivos y métricas

Este plan se construyó con los comentarios de los adultos mayores de la comunidad, incluyendo una encuesta donde se recibieron 347 respuestas. Los dominios de habitabilidad de la AARP y los objetivos prioritarios de Henderson para esta actualización del Plan para los próximos 5 años son los siguientes:



### EDIFICIOS Y ESPACIOS AL AIRE LIBRE

Crear lugares de reunión que sean seguros, agradables, y accesibles para todos.



### TRANSPORTE

Ofrecer opciones de transporte seguras, accesibles, confiables y oportunas.



### VIVIENDA

Dar a los adultos mayores una calidad de vida para envejecer de forma cómoda y segura.



### PARTICIPACIÓN SOCIAL

Todos deberían poder participar en actividades de ocio, sociales, culturales, y espirituales.



### RESPECTO E INCLUSIÓN SOCIAL

Todos deben tener la oportunidad de participar en la vida social, cívica, y económica.



### PARTICIPACIÓN CÍVICA Y EMPLEO

Los adultos mayores deberían encontrar empleo u ofrecer sus competencias como voluntarios.



### COMUNICACIÓN E INFORMACIÓN

Los adultos mayores con diferentes capacidades deberían tener igual acceso a la información.



### SERVICIOS COMUNITARIOS Y DE SALUD

Los adultos mayores deberían tener igual acceso a servicios médicos y apoyo asequibles.

## Table of Contents

<b>Letter from the Senior Citizens Advisory Commission.....</b>	<b>i</b>
<b>Acknowledgements .....</b>	<b>ii</b>
<b>Executive Summary .....</b>	<b>iii</b>
<b>Resumen Ejecutivo.....</b>	<b>iv</b>
<b>AGE-FRIENDLY COMMUNITIES.....</b>	<b>2</b>
1.1 World Health Organization Global Network for Age-Friendly Cities and Communities .....	2
1.2 AARP Network of Age-Friendly States and Communities .....	3
1.3 What is an Age-Friendly Community? .....	4
1.4 What is Aging in Place?.....	5
1.5 Benefits of an Age-Friendly Community.....	6
1.6 Henderson Designated AARP Age-Friendly Community .....	6
1.7 Henderson Strong Comprehensive Plan (2017).....	7
1.8 Henderson Age-Friendly Action Plan (2018) .....	7
1.9 Changes since the last Henderson Age-Friendly Action Plan.....	8
<b>AARP DOMAINS OF LIVABILITY.....</b>	<b>13</b>
2.1 Outdoor Spaces and Buildings .....	13
2.2 Transportation .....	14
2.3 Housing .....	15
2.4 Social Participation .....	16
2.5 Respect and Social Inclusion .....	16
2.6 Civic Participation and Employment .....	17
2.7 Communication and Information .....	18
2.8 Community Support and Health Services .....	19
<b>HENDERSON COMMUNITY PROFILE .....</b>	<b>21</b>
3.1 Background.....	21
3.2 Demographic Conditions – Age Cohorts .....	22
3.3 Demographic Conditions - Race/Ethnicity .....	23
3.4 Housing .....	24
3.5 Transportation Options .....	25
3.6 Parks and Recreation.....	27
3.7 Healthy Food Access .....	28



<b>PUBLIC OUTREACH AND ENGAGEMENT .....</b>	<b>31</b>
4.1 Project Team and Targeted Audience .....	31
4.2 Outreach and Engagement Tools: Age-Friendly Communities Landing Page .....	33
4.3 Outreach and Engagement Tools: Age-Friendly Community Survey One-Sheet/Flyer .....	34
4.4 Outreach and Engagement Events .....	35
4.5 AARP Age-Friendly Action Plan Update Community Survey.....	36
<b>PLAN DEVELOPMENT .....</b>	<b>38</b>
5.1 Senior Citizens Advisory Commission (SCAC).....	38
5.2 SCAC Meeting Results .....	39
<b>UPDATED GOALS AND STRATEGIES .....</b>	<b>43</b>
<b>APPENDICIES .....</b>	<b>48</b>
APPENDIX A: AGE-FRIENDLY ACTION PLAN GOALS AND STRATEGIES MATRIX.....	49
APPENDIX B: COMMUNITY SURVEY RESULTS.....	58
APPENDIX C: MAPS .....	65
APPENDIX D: REFERENCES.....	71

## List of Figures

- Figure 1:** World Health Organization Network for Age-Friendly Cities and Communities Map
- Figure 2:** Network of Age-Friendly States and Communities
- Figure 3:** Henderson 50+ Population Percentages by Age Group
- Figure 4:** The Eight Domains of Livability
- Figure 5:** City of Henderson Location Map
- Figure 6:** City of Henderson 50+ Population by Census Tracts
- Figure 7:** City of Henderson Affordable Housing Options
- Figure 8:** Transportation Services for Senior Citizens
- Figure 9:** Outdoor Spaces and Recreation Facilities
- Figure 10:** Farmers Market Locations
- Figure 11:** Age-Friendly Communities Landing Page
- Figure 12:** Age-Friendly Community Survey One-Sheet/Flyer
- Figure 13:** Community Surveys

## List of Tables

**Table 1:** Examples of Age-Friendly Communities

**Table 2:** Key Challenges and Opportunities

**Table 3:** Population by Race/Ethnicity

**Table 4:** Project Team and Targeted Audience

**Table 5:** List of Community Events where In-Person Surveys were Collected.

**Table 6:** List of SCAC Meetings During the Plan Development Process

## List of Photos

**Photo 1:** Intergenerational interaction at City Hall.

**Photo 2:** Henderson being officially declared an Age-Friendly Community.

**Photo 3:** Resident with her dogs at the Bark Park.

**Photo 4:** Resident boarding the bus.

**Photo 5:** Low-income housing in Henderson.

**Photo 6:** Henderson Hot Rod Days on Water Street.

**Photo 7:** Senior playing dominoes at the Heritage Park Senior Center.

**Photo 8:** Resident/City staff interaction at a community event.

**Photo 9:** AARP presentation at the Heritage Park Senior Center.

**Photo 10:** Seniors at an emergency management outreach event.

**Photo 11:** Collecting surveys at the Downtown Senior Center.

**Photo 12:** SCAC meeting at the Heritage Park Senior Center.

**Photo 13:** Seniors at the DLC Farmers Market.

**Photo 14:** Senior boarding a bus as part of the 2023 Transportation Pilot Program.

**Photo 15:** Pacific Pines Senior Affordable Apartments.

**Photo 16:** Social interaction through Heritage Park Senior Center's activities.

**Photo 17:** Community event with Veterans.

**Photo 18:** Volunteering at the animal shelter.

**Photo 19:** Community Meetings at the America First Center.

**Photo 20:** Lunch at the Heritage Park Senior Center.

*\*All photos were taken in or around the City of Henderson by City staff unless otherwise noted.*



# 1

## Age-Friendly Communities



## AGE-FRIENDLY COMMUNITIES

Henderson is a great place to call home for over 330,000 residents and the City is committed to promoting policies that keep our community welcoming for all ages, including seniors. Like other areas within the Southern Nevada region, the population of the City of Henderson has grown older and is projected to continue with that trend. The City also recognizes that Age-Friendly Communities are not just for older adults – we are all aging and the features of an Age-Friendly Community benefit all ages and abilities. The City of Henderson desires a livable, accessible community that is welcoming to all.

### 1.1 World Health Organization Global Network for Age-Friendly Cities and Communities<sup>1</sup>

The World Health Organization (WHO) Global Network for Age-Friendly Cities and Communities was established in 2010 to connect cities, communities, and organizations worldwide with the common vision of making their community a great place to grow old in. As a response to global population aging and rapid urbanization, the network focuses on actions at the local level that fosters the full participation of older people in community life and promotes healthy and active aging.



WHO Global Network  
for Age-friendly Cities  
and Communities

1,445 Cities in 51 Countries

**Figure 1: World Health Organization Network for Age-Friendly Cities and Communities Map**



Source: World Health Organization

<sup>1</sup> [World Health Organization Global Network](#)

The mission of the Network is to stimulate and enable cities and communities around the world to become increasingly Age-Friendly by:

- Inspiring change by showing what can be done and how it can be done.
- Connecting cities and communities worldwide to facilitate the exchange of information, knowledge, and experience.
- Supporting cities and communities to find appropriate innovative and evidence-based solutions.

Membership to the Network reflects cities' commitment to listen to the needs of their aging population, monitor their age-friendliness, and work collaboratively with older people and across sectors to create age-friendly physical and social environments. Membership is also a commitment to share experience, achievements, and lessons learned with other cities and communities. The WHO Global Network for Age-friendly Cities and Communities currently includes 1,445 cities and communities in 51 countries, covering over 300 million people worldwide (Figure 1).

## 1.2 AARP Network of Age-Friendly States and Communities<sup>2</sup>



The AARP Network of Age-Friendly States and Communities is the United States affiliate of the World Health Organization Global Network for Age-Friendly Cities and Communities. Launched in 2012, AARP's participation in the program advances efforts to

help people live easily and comfortably in their homes and communities as they age. AARP's presence encourages older adults to take a more active role in their communities and have their voices heard.

**Figure 2: Network of Age-Friendly States and Communities**



*Source:* World Health Organization

<sup>2</sup> [AARP Network of Age-Friendly States and Communities](#)



AARP works with local officials and partner organizations around the country to identify communities for membership in the age-friendly network. AARP facilitates the community's enrollment and guides its representatives through the network's implementation and assessment process. The purpose of the AARP Network for Age-Friendly Cities and Communities is threefold:

1. Serve as a catalyst for educating, encouraging, promoting, and recognizing the improvements that make cities more supportive of older residents and people of ALL ages.
2. Provide cities with age-friendly resources by tapping into national and global research, models, and best practices.
3. Leverage and enhance AARP's existing and extensive work in community outreach, advocacy, and livable communities.

**Photo 1: Intergenerational interaction at City Hall.**



Combined with the resources provided by AARP, the AARP Network of Age-Friendly States and Communities program supports AARP's goal of being recognized by elected officials and others as a leading resource for how to improve the livability of communities for people aged 50 or older and their families. The AARP Network of Age-Friendly States and Communities program is a tool that can be used to help local leaders prepare and ultimately change their communities to become great places for everyone to live. The AARP Network of Age-friendly States and Communities currently includes 795 communities nationwide (including towns, cities, counties, US territories, and states), covering nearly 100 million people nationwide (Figure 2).

### 1.3 What is an Age-Friendly Community?<sup>3</sup>

An **Age-Friendly Community** is one that works for people of all ages. It allows people to go to school, work, recreate, shop, and take care of health needs without significant struggle. It helps ensure that community members can engage in what that community has to offer, that they have the mobility to get to where they need to go (and back home), and that services and facilities are designed to meet their needs.



**Age-Friendly Communities  
Are Livable for  
People of All Ages**  
[aarp.org/livable](https://aarp.org/livable)  
**795 Communities  
Nationwide**

<sup>3</sup> [Ohio Department of Health](#)





An Age-Friendly Community begins with policymakers and planners who respect past and continuing contributions of older adults. They recognize that older adults’ interactions with other residents and the community at large should remain dignified as they age. The needs and preferences of older adults are included in local government planning, project design, operations, and maintenance. Age-Friendly Communities use policies that help older adults live within their means, such as reduced transit fares, income- or age-based caps on rent, and affordable healthcare options.

**Table 1: Examples of Age-Friendly Communities**

National Examples		International Examples
<a href="#">Albuquerque, New Mexico</a>	<a href="#">Howard County, Maryland</a>	<a href="#">Akita, Japan</a>
<a href="#">Berkley, California</a>	<a href="#">National City, California</a>	<a href="#">Auckland, New Zealand</a>
<a href="#">Carlsbad, California</a>	<a href="#">Phoenix, Arizona</a>	<a href="#">British Columbia, Canada</a>
<a href="#">Denver, Colorado</a>	<a href="#">Washington D.C.</a>	<a href="#">Guadalajara, Mexico</a>
<a href="#">Honolulu County, Hawaii</a>	<a href="#">Seattle, Washington</a>	<a href="#">Sunderland, England</a>

*Source:* World Health Organization and AARP

## 1.4 What is Aging in Place?

Many people want the same things as they get older: stay in their own homes, maintain independence for as long as possible, and turn to family and friends for help when needed. As many people age, their desire to stay put gets stronger due to their social connections, the familiarity of home and daily routines, and a sense of remaining independent. **Staying in your own home as you get older is called “aging in place.”** However, many older adults and their families have concerns about safety, getting around, or other daily activities. Living at home as you age requires careful consideration and planning. **Aging in place means that older adults can stay in their homes and in communities for as long as they are able to.**<sup>4</sup>

The actual process of aging in place begins as early as when children leave the home. Empty-nest feelings can prompt adults to consider what their life will be like as they age. “Old age” can last 30 to 40 years, depending on when one starts counting and how long one lives. Thus, aging in place is best considered as a process of adaptation from two perspectives:

1. How the person adapts to where they live based on changes in their physical and mental condition
2. How the place they live adapts to them.<sup>5</sup>

<sup>4</sup> [National Institute on Aging](#)

<sup>5</sup> [Ohio Department of Health](#)

## 1.5 Benefits of an Age-Friendly Community

Age-friendly cities design and adapt their natural and built environment for residents of all ages and different capacities. An Age-Friendly Community is barrier-free, designed for diversity, and is inclusive and cohesive. For example: accessible and safe road and transport infrastructure, barrier-free access to buildings and houses, and public seating and sanitary facilities, among others. As communities become more Age-Friendly, they are likely to see better health outcomes, such as:

- Reduced rates of chronic diseases and better control when they occur.
- Reduced social isolation and improved community cohesion.
- Increased rates of physical activity, especially walking, that improves overall health and reduces healthcare costs.
- Better access to healthcare and social services.

Age-Friendly environments enable people to stay active, connected, and able to contribute to the economic, social, and cultural life in their community.

**Becoming Age-Friendly can make a city a place of choice for all generations – a great place to live, have a family and grow older in.**

## 1.6 Henderson Designated AARP Age-Friendly Community<sup>6</sup>

**Photo 2: Henderson being officially declared an Age-Friendly Community.**



In July 2015, Henderson was the first city in Nevada to be designated as Age-Friendly, defined by the AARP as an inclusive and accessible urban environment that promotes active aging. With an aging demographic that, on average, is older than that of the United States as a whole, Henderson was chosen based on its history of providing quality recreational and housing services for its senior population, as well as having the proven ability to develop a comprehensive plan with broad stakeholder participation. Both AARP and the City of Henderson support eight domains of community life that influence the health and quality of life for older people:



Outdoor Spaces and Buildings



Transportation



Housing



Social Participation



Respect and Social Inclusion



Civic Participation and Employment



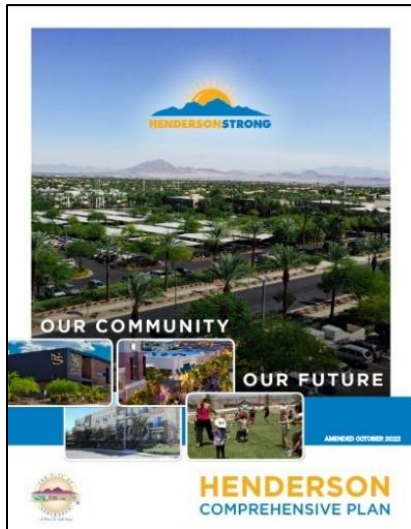
Communication and Information



Community Support and Health Services

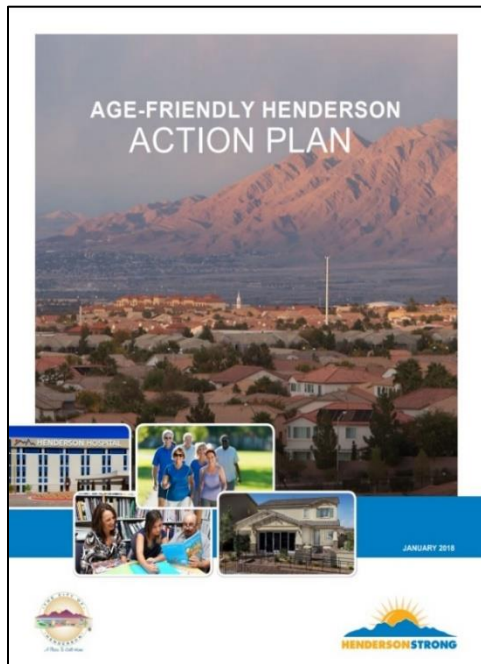
<sup>6</sup> [Henderson Age-Friendly Action Plan](#)

## 1.7 Henderson Strong Comprehensive Plan (2017)



The **Henderson Strong Comprehensive Plan**, adopted in 2017, is the citywide planning document that communicates the vision, long-term goals, and objectives that guide the growth and physical development of the City for the next 20 years. The Plan includes three overarching themes of Healthy Livable Communities; Vibrant, Resilient Economy; and Active, Complete Transportation. Following Henderson's designation as an Age-Friendly Community, the Henderson Strong Comprehensive Plan further built on the amenities and services that made the Age-Friendly designation possible by incorporating specific goals and strategies that capture AARP's eight domains of livability. Additionally, the City took advantage of the outreach efforts of this plan, leveraging the wealth of data, policy analysis and outreach results and customizing Henderson's unique needs and preferences for its aging population through the development of the 2018 Henderson Age-Friendly Action Plan.

## 1.8 Henderson Age-Friendly Action Plan (2018)



In February 2016, City staff kicked off the 2018 Henderson Age-Friendly Action Plan with a presentation to City Council, which included a Proclamation for an Age-Friendly Day for the City of Henderson on February 2. Additionally, city staff made several presentations to the Senior Citizens Advisory Commission, a city advisory board, tasked with making recommendations to City Council on subjects of particular interest to senior citizens within the City. The purpose of these presentations was to keep the Commission updated on the process as well as solicit feedback on the strategies. A community survey was conducted from February 1 – March 31, 2016, to receive feedback from senior residents regarding their community preferences and current satisfaction with city offerings. The outreach effort generated 501 responses to the survey.

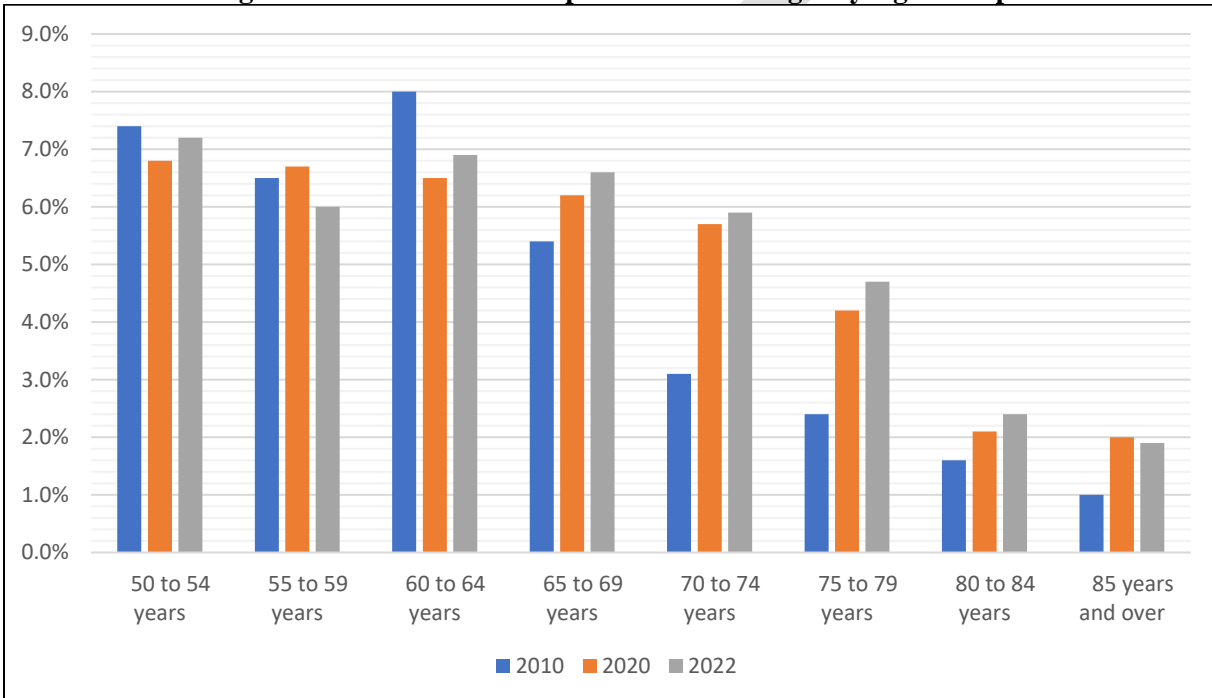
In April 2016, the City convened an Age-Friendly Henderson Stakeholder group, an informal group which met to discuss the issues raised by the Age-Friendly Survey previously described and other feedback. The group met four times between May 2016 and October 2016 to establish the community vision, priority statements and strategies for action. The end-result was the development and adoption of the 2018 Age-Friendly Action Plan, which consisted of 45 different strategies spread amongst 8 main goals.

## 1.9 Changes since the last Henderson Age-Friendly Action Plan

### Population Growth

Since the adoption of the 2018 Age-Friendly Action Plan, Henderson has seen remarkable changes. In 2010, the population percentage of resident who were ages 50 and over was 35.2%. As of 2022, this number has increased to 42.5%, which now makes up over two-fifths of the total Henderson population (Figure 3).

**Figure 3: Henderson 50+ Population Percentages by Age Group**



*Source:* US Census 2010 ACS 5-years estimates, 2020 ACS 5-year estimates, and 2022 ACS 1-year estimates

### Expansion of City Boundaries

The City itself also has also expanded and grown. As of May 2023, the City officially annexed 9,307 acres of unincorporated land in the Eldorado Valley, thus extending the City's overall footprint from 107 square miles to approximately 122 square miles.<sup>7</sup> Nearly 29.97% of the currently developed land in Henderson is residential, followed by 11.51% public/semi-public, 6.84% commercial, and 2% currently developed for industrial use. Opportunity for additional growth still exists in Henderson, with approximately 28,207 vacant acres (35.35%) within the existing corporate limits, a third of which is owned by the United States Bureau of Land Management.

<sup>7</sup> [City of Henderson Community Development & Services Department \(2023\)](#)



## COVID-19 Pandemic, Isolation and Loneliness

According to the Centers for Disease Control and Prevention, nearly 81% of COVID-19 deaths in 2020 were in the 65+ age group nationwide.<sup>8</sup> City of Henderson senior residents were affected by the COVID-19 pandemic, which served as a catalyst for multiple negative cascading effects. In addition to its impacts on human health, the COVID-19 pandemic exacerbated the effects of isolation and loneliness. Social isolation is defined by having few relationships and lack of social interaction, whereas loneliness is an “internal state.”<sup>9</sup> An increase in technology use, lack of community involvement, and decline in personal participation in social interaction can partially be blamed for the rise in loneliness.

Social isolation and loneliness have also been linked to various forms of morbidity, including increased risk for heart attack and stroke and type 2 diabetes, mental and behavioral health issues, including increases risk for depression and anxiety, suicidality and addiction, and cognitive health issues including mild cognitive impairment, dementia, and Alzheimer’s disease. In fact, suicide rates were highest in the 75 to 84 age group (19.56 per 100,000) in Nevada in 2021.<sup>10</sup> There is also growing evidence that social isolation and loneliness influence healthcare utilization and costs. For example, social isolation among older adults resulted in 6.7 billion in annual Medicare spending nationwide.<sup>11</sup>

## COVID-19 Pandemic and Opioid Overdoses<sup>12</sup>

Research indicates that the onset of the COVID-19 pandemic was associated with an increase in overdose deaths nationally, regionally, and locally. The increase in opioid overdose deaths (OODs) during the pandemic has been attributed to various factors: reduced access to interventions, increased levels of stress due to isolation and loss of mental health support, and changes in the types/combinations and purity of drugs and patterns of drug use. Opioid overdose emergency room visits from 2020-2021 also increased, specifically in the 55-64, 65-74, and 75-84 age groups in Clark County.<sup>13</sup> The impacts have severely affected racial/ethnic minority communities, lowering life expectancies in Black and Hispanic Americans. However, more affluent, suburban White communities also experienced a rise in overdose deaths.

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<sup>8</sup> [United States Department of Health and Human Services: Centers for Disease Control and Prevention \(National Center for Health Statistics\) – COVID-19 Mortality in Adults Aged 65 and Over: United States, 2020](#)

<sup>9</sup> [National Library of Medicine – The Effects of Loneliness and Social Isolation on Cognitive Functioning in Older Adults: A Need for Nuanced Assessments](#)

<sup>10</sup> [American Foundation for Suicide Prevention – Suicide Statistics by Age Range \(Nevada\)](#)

<sup>11</sup> [National Library of Medicine – Loneliness and Social Isolation as Risk Factors: The Power of Social Connection in Prevention.](#)

<sup>12</sup> [National Library of Medicine – Impact of the COVID-19 Pandemic of Opioid Overdose Deaths: A Spatiotemporal Analysis](#)

<sup>13</sup> [University of Nevada Las Vegas: Center for Health Information Analysis \(CHIA\) – Count of Opioid Overdose ED Visits Among Henderson Residents by Age Group, 2016-2021.](#)

**Table 2: Key Challenges and Opportunities**

KEY CHALLENGES	OPPORTUNITIES
<p><b>Growing Senior Population</b></p> <p>Between 2011 and 2018 Nevada population increased by 11.42% with the 65 and older population increasing by 40% and the 85 and older population increasing by 25%. Nevada’s growth rate for the age 85 and older population is double the national rate and is expected to continue to grow at higher rates through 2030.<sup>14</sup></p>	<p><b>Age-Friendly Developments/Infrastructure</b></p> <p>As people live longer, older persons have accumulated expertise, knowledge and experience that can contribute to the City. Additionally, an increasing older population pushes communities into making all service provisions and systems more efficient, such as Housing, Transportation, and Outdoor Spaces.</p>
<p><b>Increased Need for Affordable Senior Housing</b></p> <p>Henderson’s affordable senior housing stock is very low, with waitlists periods often lasting multiple years. As Henderson’s senior population continues to grow, better efforts must be made to construct and implement more affordable housing.</p>	<p><b>More Housing Options</b></p> <p>Seniors prefer to remain in their communities as they age rather than moving and need access to different levels of supportive housing and proximity to medical care. Locating affordable, higher density, multi-unit developments near transit can provide these options in a way that reduces traffic impacts while also reducing housing and transportation costs.</p>
<p><b>Water Usage Reductions</b></p> <p>As a desert community with a growing population, Henderson’s water resources will always need to be carefully managed and conserved. The City has begun <a href="#">implementing water conservation actions</a><sup>15</sup> to comply with <a href="#">AB356</a> by December 31, 2026.<sup>16</sup></p>	<p><b>New Technology/Green Building Techniques.</b></p> <p>Retrofits, green building techniques and new development provide opportunities to incorporate new technology and infrastructure improvements that reduce water usage.</p>
<p><b>Growing Population and Language Needs</b></p> <p>As Henderson’s population continues to grow, so does the need to increase communication in other languages. Spanish and Tagalog speakers make up a significant portion of the population and Mandarin speakers are expected to increase in the next 10 years.</p>	<p><b>Diversifying Population</b></p> <p>The City’s population is becoming more diversified, which adds to the City’s cultural richness. Communications in other languages (Spanish/Tagalog) may help some new residents to easily engage participate more actively.</p>
<p><b>Air Quality and Heat Islands</b></p> <p>High dependency on personal vehicle usage, the City’s development patterns, and geography contribute to increased air pollution and increased surface temperatures.</p>	<p><b>Green Building Techniques</b></p> <p>Efforts to change development patterns, incorporate sustainable features and provide greater transportation options can help reduce overall car usage and related pollution and emissions.</p>

<sup>14</sup> [Center for Healthy Aging – Aging and Disability Services Division \(2021\)](#)

<sup>15</sup> [City of Henderson Utility Services Department – Water Conservation](#)

<sup>16</sup> [Southern Nevada Water Authority – AB 356 FAQ](#)

KEY CHALLENGES	OPPORTUNITIES
<p><b>Disadvantaged Population Groups</b> A challenge in previous City plans is that there is very little acknowledgement and no goals that specifically target veterans, in addition to other underrepresented and low-income population groups.</p>	<p><b>Inclusion and Engagement Programs</b> The City has an AmeriCorps program that allows individuals to serve and strengthen communities while enjoying flexible schedules and benefits.</p>
<p><b>Growing Demand for Transportation Options</b> As people age, the demand for more innovative and point-to-point transportation services will increase.</p>	<p><b>RTC Transportation Programs</b> West Henderson has a significant area with senior population but no RTC routes. To combat this, RTC has developed the On Demand and the Flexible Demand Response Program to make transportation access easier for seniors.</p>
<p><b>Healthy Food Access</b> As people age, healthy food access becomes more difficult due to limited mobility and accessibility issues.</p>	<p><b>Farmers Market Food Voucher Program</b> The City has developed a Food Voucher Program to make access to fresh fruits and vegetables easier for low-income and seniors. The program takes place at the Army Street Farmers Market, with \$5,000 in vouchers provided each year.</p>
<p><b>Opioids Epidemic</b> The opioid epidemic has had a drastic impact on seniors, especially with the onset of the COVID-19 pandemic.</p>	<p><b>Risk It All With Fentanyl Campaign</b> The Risk It All with Fentanyl Campaign kicked off in 2023 and has been a huge success. While primarily aimed at children and young adults, this template can be borrowed and modified to target seniors.</p>
<p><b>Mental/Behavioral Health</b> The COVID-19 pandemic exacerbated mental and behavioral health through isolation and loneliness.</p>	<p><b>Community and Intergenerational Events</b> An increase in community and intergenerational events can help seniors be more involved and engaged in their communities.</p>

*Source:* City of Henderson Community Development & Services Department.

# 2

## AARP Domains of Livability



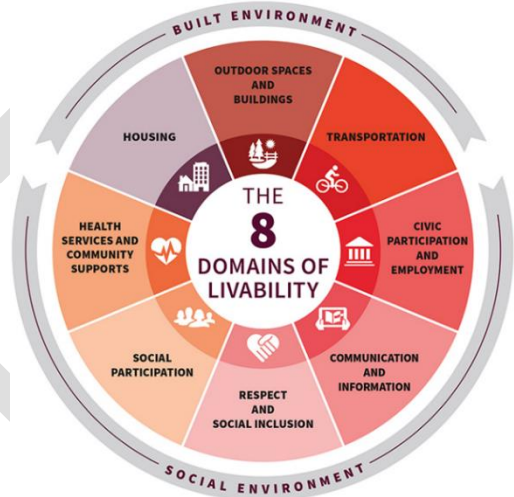


## AARP DOMAINS OF LIVABILITY

AARP's Eight Domains of Livability framework is used by the towns, cities, counties, and states enrolled in AARP's Network of Age-Friendly Communities to organize and prioritize their work to become more livable for both older residents and people of all ages.<sup>17</sup> The Eight Domains of Livability are as follows:

1. Outdoor Spaces and Buildings
2. Transportation
3. Housing
4. Social Participation
5. Respect and Social Inclusion
6. Work and Civic Engagement
7. Communication and Information
8. Community Support and Health Services

**Figure 4: The Eight Domains of Livability**



Source: AARP

The availability and quality of these community features impact the well-being of older adults and helps make communities more livable for people of all ages. While some communities choose to focus on fewer or combined domains, it is important that all Age-Friendly Communities address as many of the eight domains as possible. These domains form the foundation for the goals and strategies that each community identifies as part of their Age-Friendly Action Planning process.

### 2.1 Outdoor Spaces and Buildings<sup>18</sup>



The external environment has a major impact on the mobility, independence, and quality of life of older people as they go about their daily lives beyond the comfort of their homes. A clean city with well-maintained recreational areas, ample rest areas, well-developed and safe pedestrian and building infrastructure, and a secure environment provides an ideal living environment for seniors to age-in-place in.

**Photo 3: Resident with her dogs at the Bark Park.**



<sup>17</sup> [The Eight Domains of Livability: An Introduction](#)

<sup>18</sup> [WHO – Age-Friendly World: Outdoor Spaces and Buildings](#)

## *A pleasant and clean environment with green spaces*

Urban environments are not usually thought of as the most conducive place to grow old in, particularly in the face of increasing pollution levels. Cities facing high population growth and overcrowding are difficult places for elderly residents to navigate or feel a strong sense of belonging to. A city's cleanliness, noise levels, odors, and green spaces also affect age-friendliness. When cities develop a clean and green environment and take Age-Friendly features into consideration for urban planning, cities can become great places for older residents to live out their golden years.

## *Age-Friendly buildings, pavements and walkways, safe pedestrian crossings and adequate rest areas*

Narrow, uneven, cracked, and congested pavements are potential hazards for older people, compounded by the weather when it rains or snows. Cars parked on pavements and cyclists also pose safety risks as pedestrians are forced to walk on the roads. Pedestrian crossing lights that change too quickly are another danger for older pedestrians, who may rather not go out in extreme cases. A lack of rest areas makes it even more difficult for seniors to get around when they tire. Public facilities and shops located far away from where seniors live would deter seniors from using these facilities.

## *A secure environment*

A community will not be cohesive and integrated if residents feel unsafe. This, in turn, discourages older people from going about their daily lives independently and affects social intergenerational integration. Making residents feel safe also involves putting adequate measures in place against natural disasters.

## **2.2 Transportation<sup>19</sup>**



Accessible and affordable public transportation is key to ensuring a city's elderly population can age actively and remain engaged with their community, with access to health and social facilities. Driving conditions and parking facilities in a city should also keep older drivers in mind.

### *Accessible, affordable, and safe public transport*

Older people should ideally be able to navigate their city's transport system with ease. Apart from the affordability of transport services, residents' perceived safety of public transport services would affect their willingness to use them. Transport services should cater to people with a range of mobility needs. In addition, helpful drivers and station staff sensitive to elderly needs would be able to better assist older commuters. Finally, information on safe, Age-Friendly, and affordable transportation services must be made available to older people to facilitate their usage.

**Photo 4: Resident boarding the bus.**



<sup>19</sup> [WHO – Age-Friendly World: Transportation](#)

## *Age-Friendly driving conditions and parking facilities*

Driving can be an essential transportation option for older people, particularly in suburban and more remote residential areas. Heavy traffic, poor road conditions, inadequate street lighting and poorly positioned signage are some barriers to city driving, particularly as older people may face vision difficulties. Maintaining confidence as drivers age is also important in ensuring a safe driving experience for all. Parking bays close to buildings and drop-off and pick-up bays are welcomed by seniors too.

## **2.3 Housing<sup>20</sup>**



The housing conditions of older people are often linked to their quality of life and whether they are able to age independently and actively in their community. Appropriate housing design and its proximity to community and social services allow older residents to live comfortably and safely, while housing affordability gives them peace of mind.

### *Affordable, well-designed, and safe housing*

The cost of housing and related utilities influences where older people live. High housing costs can discourage older people to move to more appropriate, Age-Friendly housing. A home with Age-Friendly features, such as elevators, wide passages to accommodate wheelchairs, etc., allows older residents to live comfortably. Conversely, a home layout impeding mobility, such as stairs and uneven floors, can be barriers for seniors. In these cases, the ability to modify one's home through affordable and accessible home modification would ensure that seniors are able to continue living well in their current place of residence. It is also important that seniors feel safe and secure in their own homes.

**Photo 5: Low-income housing in Henderson.**



### *A range of housing options with good connectivity to social services and the community*

Locating social and health facilities close to seniors' homes is crucial in ensuring seniors have access to such services when they need it. Older people also wish to remain close to their family and community. Providing a range of housing options would cater to seniors' diverse needs.

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<sup>20</sup> [WHO – Age-Friendly World: Housing](#)



## 2.4 Social Participation<sup>21</sup>



Participating in leisure, social, cultural, and spiritual activities in the community fosters seniors' continued integration with society and helps them stay engaged and informed. Seniors' participation in such activities, however, is affected by access to transport and facilities, their awareness of such activities and their affordability.

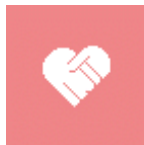
### *A range of accessible and affordable activities*

Older people have a broad range of interests and needs. A variety of social activities would cater to such diverse interests. Such opportunities should also be accessible for people with disabilities and those who live farther away. Activities taking place within hours suitable for older people and at convenient and accessible locations served by transport options would encourage greater participation as well. Activities must be affordable for older people to facilitate their participation. Hence, costs should be considered when planning the activities. Lastly, awareness on such activities must be raised among seniors to keep them informed of the opportunities available.

### *Encouraging participation and intergenerational integration*

Seniors' participation in social activities helps to prevent social isolation. Seniors want to socialize and integrate with other age groups and cultures in their communities. Intergenerational activities are mutually enriching and fulfilling for all ages, with older people passing on knowledge, traditions, and experience while the young may help seniors with new technology and practices.

## 2.5 Respect and Social Inclusion<sup>22</sup>



An inclusive society encourages older people to participate more in their city's social, civic, and economic life. This, in turn, promotes active ageing.

**Photo 6: Henderson Hot Rod Days on Water Street.**



**Photo 7: Senior playing dominoes at the Heritage Park Senior Center.**



<sup>21</sup> [WHO – Age-Friendly World: Social Participation](#)

<sup>22</sup> [WHO – Age-Friendly World: Respect and Social Inclusion](#)



## *Respect for seniors*

While respect for seniors is mostly healthy in many cities and communities, negative preconceptions of ageing still exist. There is a need to facilitate intergenerational interactions to dispel such notions. Education about ageing should also begin early to raise awareness on ageing and associated issues, so that people learn to appreciate their elderly.

## *Social and economic inclusion*

Social engagement can contribute to seniors' esteem. Age-Friendly initiatives to involve all seniors in activities where they have experience can keep them engaged with the community and help them feel valued in their community. Older people should always be consulted on decisions concerning them.

## **2.6 Civic Participation and Employment<sup>23</sup>**



Older people are an asset to the community, and they continue contributing to their communities after retirement. An Age-Friendly city and community provides ample opportunities for older people to do so, be it through voluntary or paid employment, and keeps them engaged in the political process.

## *Volunteerism and employment opportunities*

Older people can gain fulfilment from active involvement in voluntary activities or work, as it provides satisfaction and keeps them socially engaged. A wide range of volunteer and employment opportunities caters to seniors' diverse preferences, needs and skill sets, and awareness on the vacancies available connects seniors to these opportunities. Age-Friendly urban and transport infrastructure removes any physical barriers seniors may face in accessing the volunteer or job opportunity. Continued training for seniors also helps them remain relevant and connected. Entrepreneurial opportunities are another way to support seniors' participation in the workforce and ensure their sustained self-sufficiency.

**Photo 8: Resident/City staff interaction at a community event.**



There have been reports of age discrimination in the workplace. Building up employers' positive attitude towards retaining and recruiting older workers would help to ensure employment opportunities for seniors. The workplace can continue to be made more welcoming for seniors to put their experience and expertise to good use.

<sup>23</sup> [WHO – Age-Friendly World: Civic Participation and Employment](#)

## *Encouraging civic participation*

Older people's participation in the political process must be facilitated. Seniors may be involved through platforms to voice their concerns and views to government officials, or through participating in interest groups. They should also be involved in decision-making on issues that may impact them.

## **2.7 Communication and Information<sup>24</sup>**



Staying connected with events, news and activities with timely, accessible, and practical information is a key part of active ageing, especially with the trend of information overload in urbanized cities. Technology can be utilized to spread information quickly, but it can also play a role in social exclusion. Cities must provide access to information to seniors in an accessible format, and bear in mind the wide range of needs and resources older people have.

## *Appropriate and Age-Friendly distribution of information*

The media are instrumental in communicating information to the wider community. Older people tend to receive information through traditional print and broadcast media, and through direct personal contact such as telephone calls, service centers in community facilities and clinics, etc. Seniors' access to information must be kept affordable so that cost does not become a prohibitive factor. Governments and organizations must ensure that information on policies and issues affecting the elderly can reach them in a timely, effective, and accessible manner, through the communication channels seniors are familiar with. Making information accessible when older people experience vision and hearing loss is also crucial to ensure their full understanding.

The growing conversion of services and documentation to computer technology could be alien to seniors, increasing social exclusion. Older people may also be deterred from picking up computer skills due to the cost of computers and their unfamiliarity with technology. Affordable access to computers for seniors in community facilities can play an important role in building technological literacy in seniors, together with computer training adapted to seniors' needs and pace of learning.

**Photo 9: AARP presentation  
at the Heritage Park Senior Center.**



<sup>24</sup> [WHO – Age-Friendly World: Communication and Information](#)

## 2.8 Community Support and Health Services<sup>25</sup>



Accessible and affordable community and health services are crucial in keeping seniors healthy, independent, and active. This involves an appropriate supply of aged care services conveniently located close to where older people live and trained health and social workers to provide these services.

### *A wide range of accessible and affordable health services*

**Photo 10: Seniors at an emergency management outreach event.**



Seniors have different health care needs and preferences. A range of services along the continuum of aged care, such as preventive care, geriatric clinics, hospitals, adult day centers, respite care, rehabilitation, residential nursing home care, home care, and palliative care, would meet these diverse needs. These services should be easily accessible at locations convenient for seniors to reach. Residential care services, such as nursing homes, located within residential areas would allow older residents being cared for there to remain connected to their familiar surroundings. Education on the health system and available health services would raise awareness among seniors of the areas of care available to them. Health services should also be affordable or support available to cover the costs to provide seniors with peace of mind that they will be able to receive care regardless of the ability to pay.

<sup>25</sup> [WHO – Age-Friendly World: Community Support and Health Services](#)



# 3

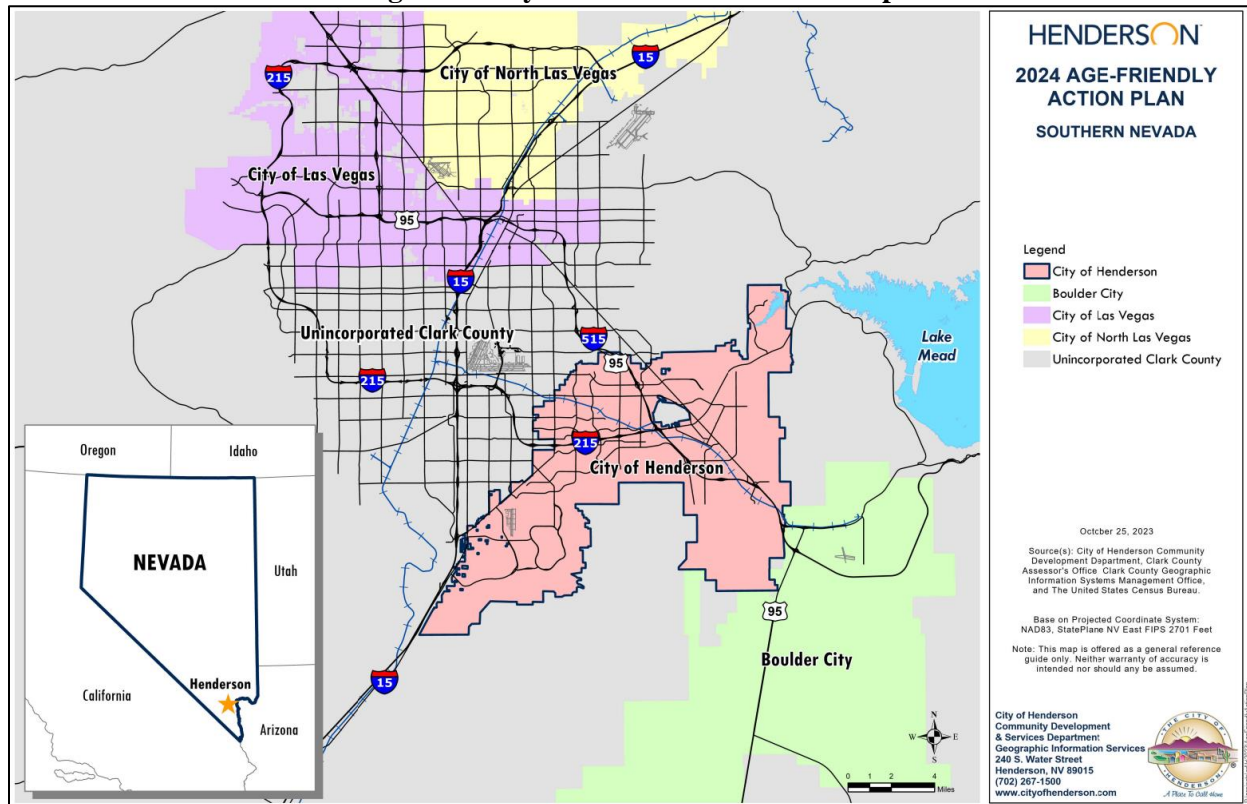
## Henderson Community Profile





## HENDERSON COMMUNITY PROFILE

**Figure 5: City of Henderson Location Map**



*Source:* City of Henderson Community Development and Services Department (2023)

### 3.1 Background

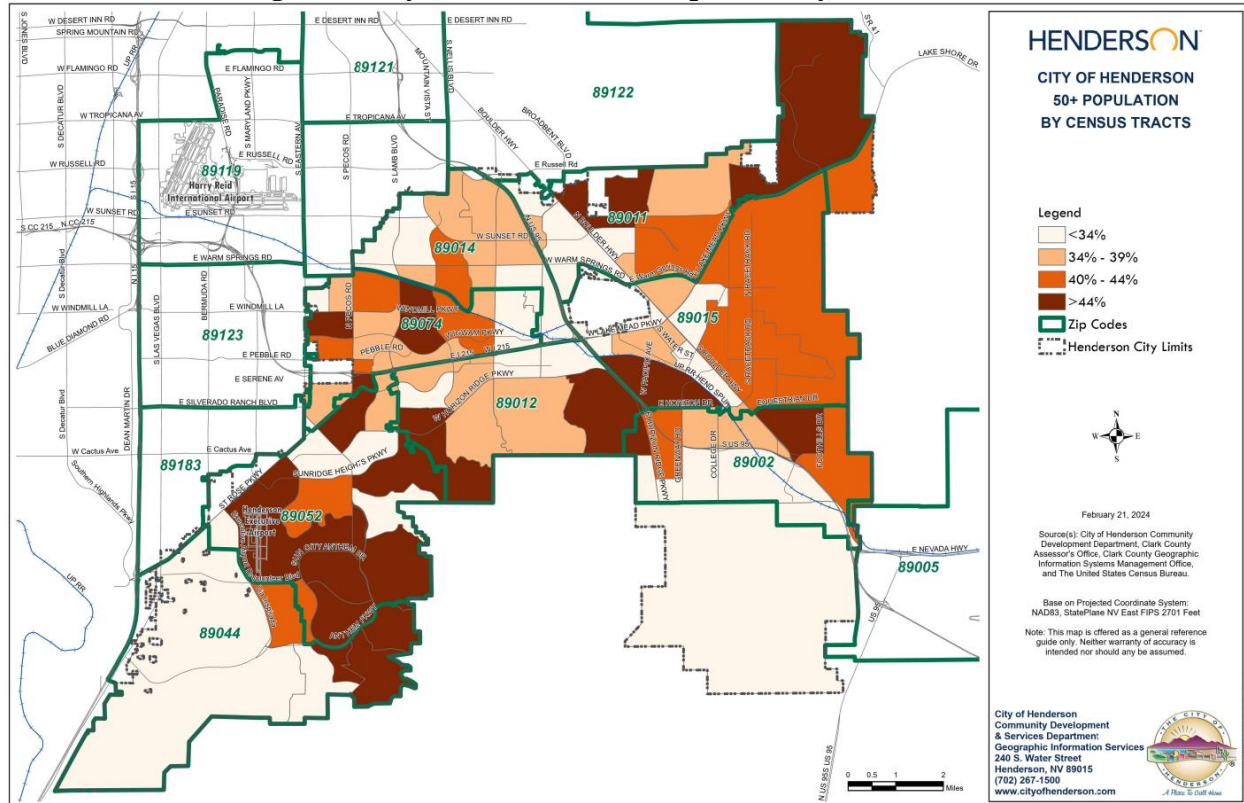
Situated at the southeastern edge of the Las Vegas Valley in Southern Nevada, Henderson forms a contiguous urban area with the jurisdictions of Las Vegas, North Las Vegas, Boulder City, and the unincorporated townships of Clark County (Figure 5). The City of Henderson is located in the southeastern portion of the Las Vegas Valley and about 16 miles from Downtown Las Vegas. The City of Henderson is bordered by Lake Mead National Recreation Area to the east, Sloan Canyon National Conservation Area to the south, and unincorporated Clark County to the west and north.

Henderson's identity as a city can be traced to World War II when the community developed as part of the Basic Magnesium plant that employed workers to produce magnesium for the war efforts. The City was incorporated not long after the end of World War II in 1953. Since then, Henderson has grown from a small community of roughly 6,000 residents to the second largest city in the State of Nevada and one of

the fastest growing metropolitan areas in the country, with an estimated population of 334,471. Henderson currently encompasses more than 121 square miles and is situated near three of the most renowned man-made attractions in the world – the Las Vegas Strip, the Hoover Dam, and Lake Mead National Recreation Area.

## 3.2 Demographic Conditions – Age Cohorts

**Figure 6: City of Henderson 50+ Population by Census Tracts**



**Source:** City of Henderson Community Development and Services Department (2022); US Census 2021 ACS 5-Year Estimates

Henderson's senior population has grown over the last ten years and is projected to continue increasing in the future. Between 2010 and 2022, the percentage of residents who were ages 50 and over increased from 35.2% to 42.9%, making up just over two-fifths of the total Henderson population. Overall, Henderson has an older median age of 43 compared with the national median age of 38. Areas in Henderson that have the highest densities of 50+ populations include the following neighborhoods: Inspirada, Anthem, MacDonald Ranch, Green Valley North, Black Mountain, Valley View, and Lake Las Vegas (Figure 6).

### 3.3 Demographic Conditions - Race/Ethnicity

The City of Henderson follows a demographic breakdown that is nearly on par with the national average. However, there are two distinct groups that differ. Black or African American populations make up 6% of the City's population, nearly half of the national rate. However, the City's Asian and Native Hawaiian or Other Pacific Islanders groups are greater than that of the national rate, with the makeup being 9.3% and 0.7%, respectively. Finally, the City has seen an increase in the Hispanic/Latino population, with the current makeup being 19.1% of the City's population.

When looking at the City's population that is 65 years and older, the demographic breakdown differs between four main groups. The White population count increases to 76.9%, Some Other Race decreases to 3.3% and Two or More Races decreases to 3.5%. The Hispanic/Latino population also decreases by more than half to 8.4%. All other demographic groups remain mostly the same.

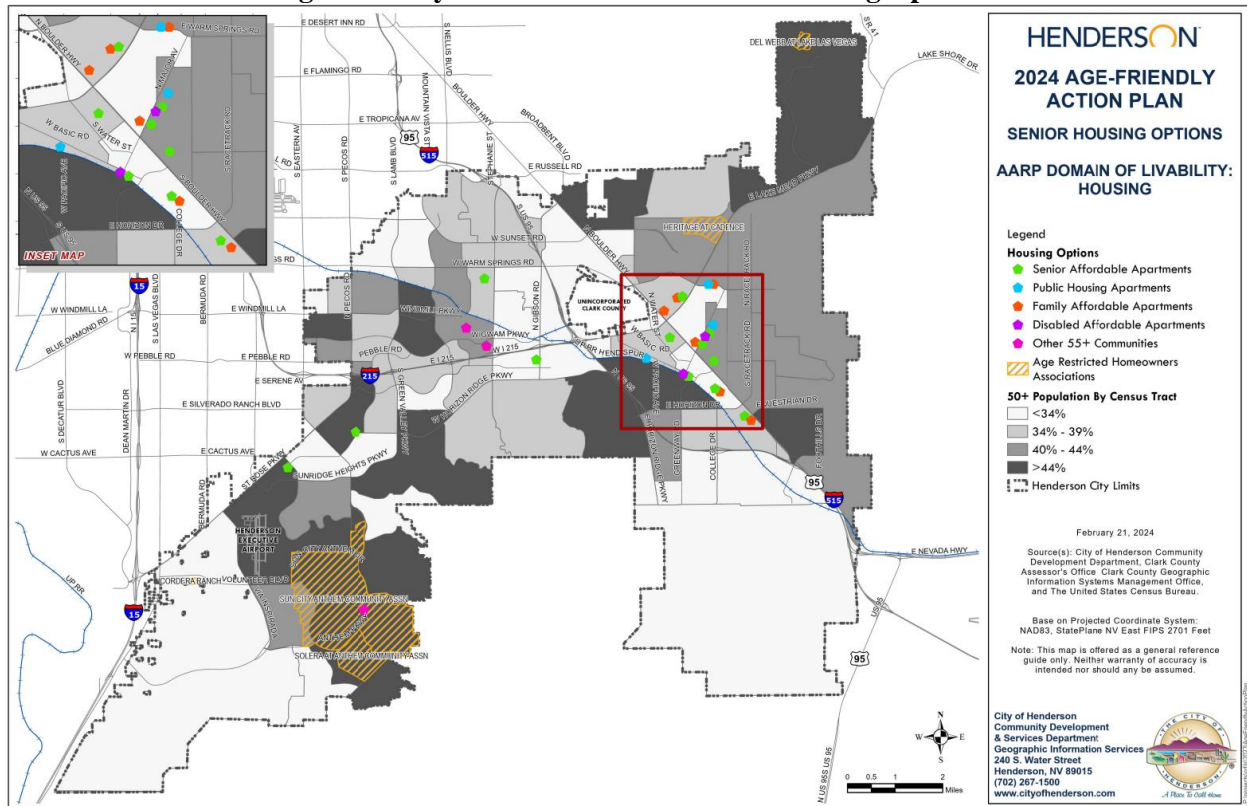
**Table 3: Population by Race/Ethnicity**

Demographics	United States		Henderson		Henderson (65 years and older)	
	Population	Pop %	Population	Pop %	Population	Pop %
<b>TOTAL POPULATION</b>	<b>331,097,593</b>		<b>318,063</b>		<b>63,618</b>	
White	218,193,314	65.9%	211,194	66.4%	48,922	76.9%
Black or African American	41,387,199	12.5%	19,084	6.0%	3,499	5.5%
American Indian or Alaska Native	2,648,781	0.8%	2,545	0.8%	254	0.4%
Asian	19,203,660	5.8%	29,580	9.3%	6,362	10.0%
Native Hawaiian or Pacific Islander	662,195	0.2%	2,226	0.7%	254	0.4%
Some Other Race	19,865,856	6.0%	18,766	5.9%	2,099	3.3%
Two or More Races	29,136,588	8.8%	34,669	10.9%	2,227	3.5%
Hispanic or Latino (of Any Race)	61,915,250	18.7%	60,750	19.1%	5,344	8.4%

*Source:* US Census Bureau – 2022 ACS 5-Year Estimates (S0103)

## 3.4 Housing

**Figure 7: City of Henderson Affordable Housing Options**



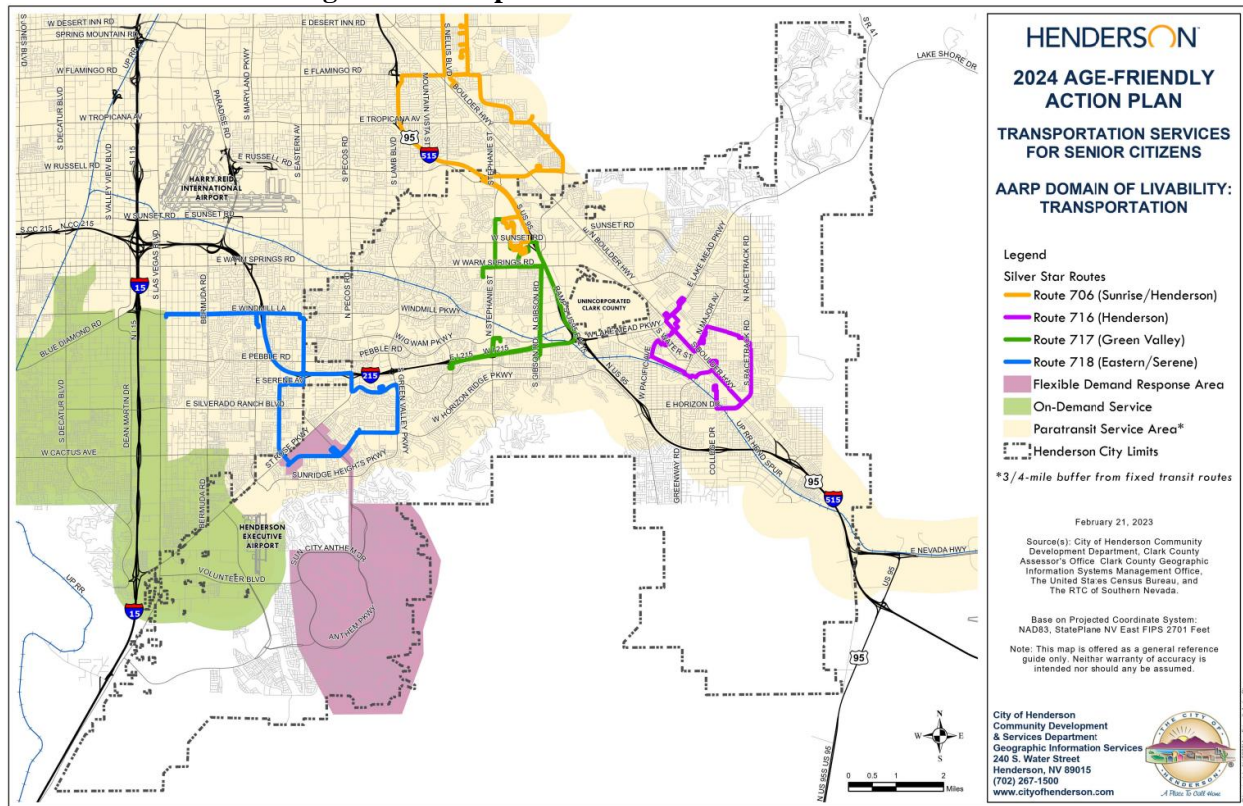
**Source:** City of Henderson Community Development and Services Department (2022); US Census 2021 ACS 5-Year Estimates

The City of Henderson has experienced rapid population growth, with demand greatly exceeding housing development. The housing and rental unit stock has been limited due to the COVID-19 pandemic resulting in a lower housing stock (below the National average). This has led Henderson residents to experience a rise in median monthly rents at \$1,360 currently, which is higher than the national average of \$1,096. Housing options for seniors in Henderson include both at market and affordable apartments and age restricted HOA's. Most age restricted HOA's in Henderson are in census tracts that have a high 50+ age population. While affordable senior housing options exist, lower housing stocks means longer client waitlists that vastly exceed the number of housing units available.



## 3.5 Transportation Options

**Figure 8: Transportation Services for Senior Citizens**



**Source:** Southern Nevada Regional Transportation Commission 2023; City of Henderson Community Development and Services Department (2022)

The [Regional Transportation Commission \(RTC\)](#) of Southern Nevada is the regional entity that oversees public transportation, traffic management, road design, construction funding, and transportation planning in the Las Vegas Valley. RTC currently offer traditional fixed route bus lines and paratransit services.

### Silver STAR Program

In addition to its traditional bus lines, a growing population of senior citizens in the Las Vegas Valley and an increasing demand for mobility led to RTC establishing the Silver STAR program. The service is open to the entire community but was designed with senior citizens in mind. The service stops at senior living communities and various shopping areas. Figure 8 displays Silver STAR routes 706, 716, 717, and 718.

Every Silver STAR route connects with regular RTC fixed-route service to provide a broad range of destinations for passengers. Riders can use transit passes for boarding and each Silver STAR vehicle can accommodate up to two wheelchairs at a time. Henderson currently has 4 Silver STAR routes within its city limits.

## **Flexible Demand Response (FDR)**

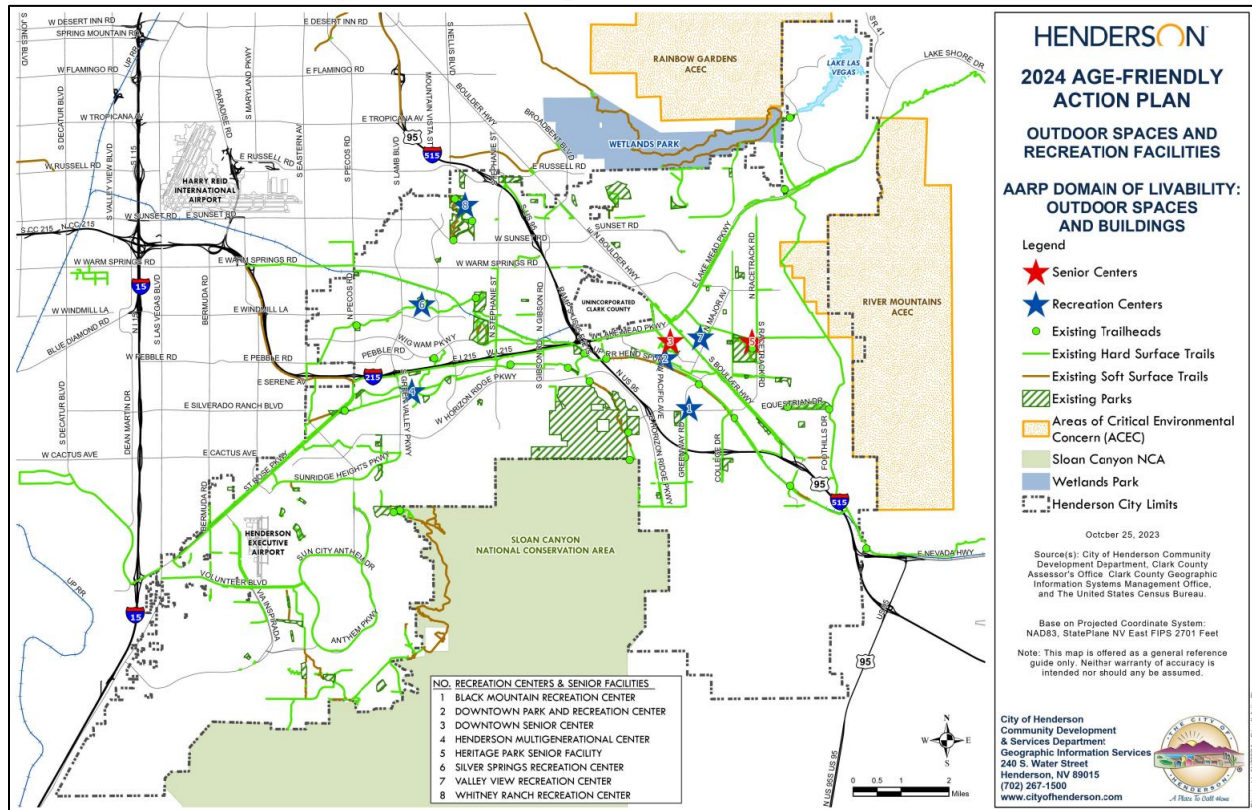
In addition, RTC has implemented a Flexible Demand Response (FDR) program. Flexible Demand Response (FDR) is a door-to-door transit service provided by the RTC which allows residents to call and schedule rides on a public transit system that would not otherwise be available in their area. FDR intersects RTC fixed-route transportation routes throughout the service area, which allows riders to use fixed-route service to meet transportation needs that take them outside their neighborhood communities and throughout Clark County. The service is currently available in Sun City Anthem (Figure 8).

## **On Demand**

The RTCs On-Demand ride-share service is a pilot program that expands connectivity for residents in West Henderson (as well as the southwest Las Vegas Valley). RTC OnDemand picks passengers up from their doorstep (or a nearby location) and connect them to transit stops and other popular destinations, such as medical facilities and grocery stores, that lie within the service zones (Figure 8). Customers can also travel to locations outside of the OnDemand Zone by transferring to fixed-route transit at the edge of the service area. RTC OnDemand can seat up to a maximum of 12 passengers per vehicle and runs from 4:00 am to 1:45 am daily. The vehicles are equipped with Wi-Fi, bike racks, and are ADA friendly to accommodate wheelchair passengers.

## 3.6 Parks and Recreation

**Figure 9: Outdoor Spaces and Recreation Facilities**



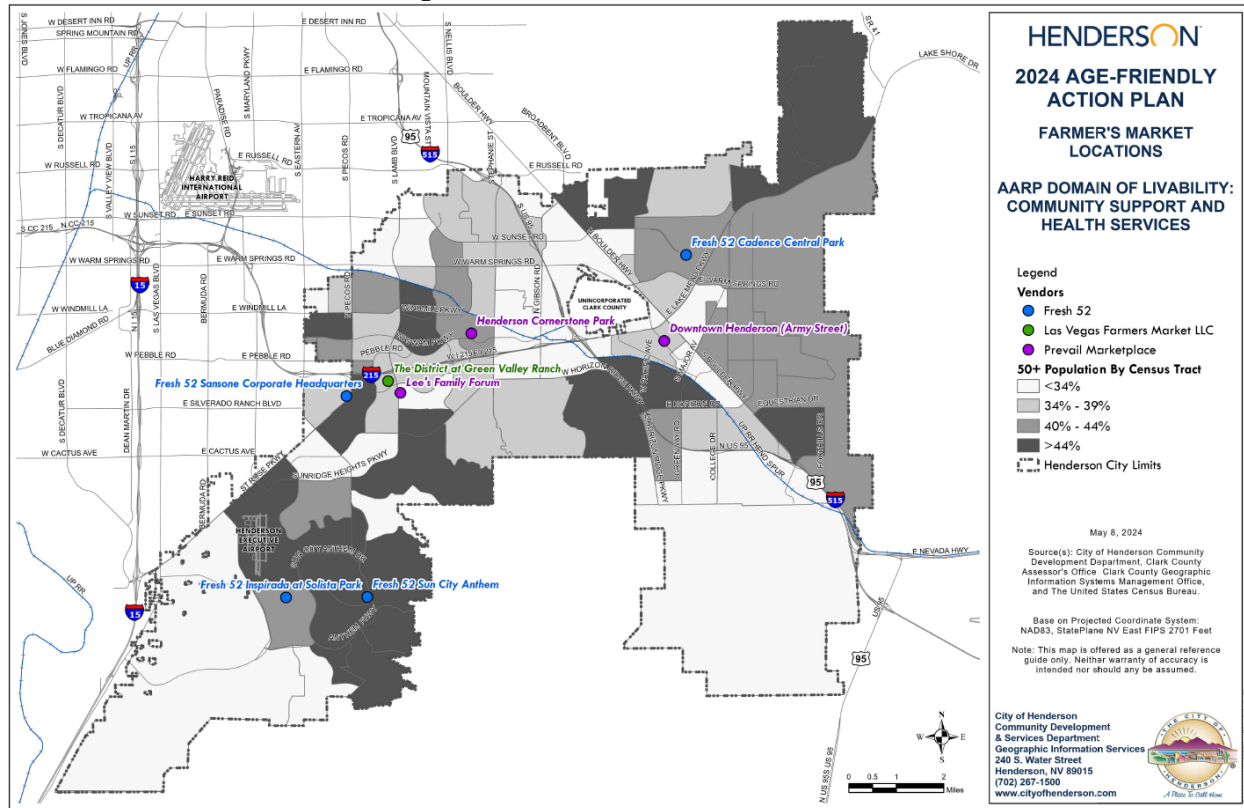
**Source:** City of Henderson Parks and Recreation/Community Development and Services Department (2023)

Based on 2024 data from the City of Henderson's Parks and Recreation Department, the City has a total of 160 public parks, with 73 being owned and maintained by the City and the remaining 87 from private developments. These parks are made of land that is partly or completely covered by desert-friendly trees, shrubs, grass, and/or other vegetation that is freely accessible to all residents and visitors. Not included in these calculations are the numerous private parks that do not have public access. Excluding green spaces from private developments, the City has a total of 6% of its land, or 7.1 square miles, used for parks and recreation that is openly available to everyone. When calculating accessible green space provided by the City, there is approximately 176.5 square feet of green space per person. When adding in public open spaces provided by developers, this number increases to 491 square feet of green space per person.

In addition, the City has six (6) recreation facilities and two (2) senior centers. These facilities are always located near green spaces to ensure a nexus between indoor and outdoor recreation. According to the Trust for Public Land, 68% of seniors (65+ years old) live within a 10-minute walk to a park, a figure that increases to 73% when applied to all Henderson residents. Moreover, residents in lower income neighborhoods have greater access to public park spaces per person than those in higher income neighborhoods (i.e., 71% for high income, 73% for low income, and 74% for middle income). As a result, the Trust for Public Land has given Henderson a ParkScore Index of 73%.

## 3.7 Healthy Food Access

**Figure 10: Farmers Market Locations**



**Source:** City of Henderson Community Development and Services Department (2024)

Increased access to healthy food is one of the City of Henderson's goals from the 2017 Henderson Strong Comprehensive Plan (Henderson Strong). As such, the City has taken a proactive approach to fulfill this goal through various strategies focusing on underserved areas with higher food insecurity rates, concentrations of food deserts, and higher minority populations. The "Increasing access to healthy food" goal includes implementation of nutrition services for seniors and nutrition education programs for low-income population groups as follows:

### Congregate Meals

Congregate meals are served Monday through Friday from 11:15 a.m. to 12:15 p.m. at the Downtown Senior Center and from 11:00 a.m. to 1:00 p.m. at the Heritage Park Senior Facility in the dining room. This service is provided for persons that are 60 years of age and over (\$2.50 suggested donation). Anyone below the age of 60 is welcome as well for a \$5.00 suggested donation. For 2023, the Heritage Park and Downtown Senior Centers served a total of 73,737 meals.



## **USDA Food Vouchers**

Farmers' market coupons issued by the United States Department of Agriculture (USDA) are available in May of each year to assist low-income seniors with access to fresh fruits and vegetables. The USDA coupon booklets have an overall value of \$50 and are redeemable at any farmers market that participates in the USDA program. Interested participants may register at any senior center and must be able to prove Nevada residency with a state-issued ID.

## **Army Street Farmers Market and RDA Voucher Program**

In addition, the Redevelopment Agency distributes \$5 vouchers to seniors every year, which are then redeemable at Farmers Markets that are in Redevelopment Areas. From 2018 - 2022, the voucher redemption rate was between 8% - 14%, which amounts to a total value of \$400 - \$700. However, a REACH grant through the Southern Nevada Health District allowed the opportunity to implement a Pilot Farmers Market on Army Street from Fall 2022 to Spring 2023. This was advantageous for the following reasons:

- The location was in the heart of Downtown Henderson, allowing for greater visibility and the capture of more foot traffic while simultaneously increasing customers to local businesses.
- The location was immediately adjacent to the Downtown Senior Center and the Pacific Pines Senior Affordable Apartment, making it immediately accessible for seniors.
- A voucher distribution system was developed, ensuring that seniors who received voucher could immediately use them for the purchase of healthy foods.

The Pilot Army Street Farmers Market was a success. The voucher redemption rate was 95.7%, which amounts to \$4,785 worth of fresh and healthy foods that were made available to low-income and senior populations. Due to the success of the REACH grant, the Army Street Farmers Market became a permanent seasonal event. From Fall 2023 to Spring 2024, the voucher redemption rate was 98.7%, which amounts to \$4,935 worth of fresh fruits and vegetables that were made available to low-income and senior populations.

# 4

## Public Outreach and Engagement



## PUBLIC OUTREACH AND ENGAGEMENT

It was important that the City engage residents, organizations, and other stakeholders that were interested in the Plan in a transparent and accessible public planning process format. This ensures that the decisions made by staff are influenced by public input while listening to and acknowledging concerns and aspirations. To ensure this, the City developed a Public Outreach and Engagement Plan, which became the foundation on how this Plan was developed.

### 4.1 Project Team and Targeted Audience

The Outreach and Engagement Plan framework was organized by the following key groups:

**Project Team** – The Project Team consisted of Community Development & Services (Long-Range Planning and Neighborhood Services), Parks & Recreation (Outdoor Recreation), and Office of Communication staff. The Project Team led the plan development, including research of Age-Friendly plan update examples nationwide, data collection, outreach and engagement strategies, marketing, and drafting preliminary goals and strategies, facilitating meetings, collecting and summarizing feedback, and creating a final draft of the plan for approval. The Project Team met regularly to coordinate the plan development milestones and deliverables as needed.

**Technical Advisory Group (TAG)** – The TAG consisted of members from AARP and Parks & Recreation (Senior Adult Services) staff. The TAG provided advice on the AARP certification requirements; guided goal and strategy development based on the City’s senior services programs existing needs; and overall senior community outreach resources, such as food accessibility, housing, transportation, healthcare, etc. The TAG met individually throughout the process as needed.

**Working Group** – The Working Group consisted of members from the Senior Citizens Advisory Commission (SCAC). The SCAC played a pivotal role in the planning process by providing direct guidance on each of AARP’s 8 Domains of Livability by identifying priority areas, goals, and strategies for the next 5 years. The SCAC held public meetings on the second Wednesday of each month from August 2022 – August 2023. Meeting agenda items included the review and discussion of the plan goals and strategies, discussion of survey responses, and approval of the Age-Friendly Action Plan Final Draft.

The **General Public** included Henderson residents and visitors to City facilities (such as recreation centers, senior centers, and special events), senior housing residents, and others. The General Public was engaged for feedback through a community bilingual survey from March 2023 – June 2023.

A detailed breakdown of these groups is described in Table 3:

**Table 4: Project Team and Targeted Audience**

Project Team	Technical Advisory Group	Working Group	General Public
COH Staff – CD&S	AARP	SCAC	City Facilities Visitors
<ol style="list-style-type: none"> <li>Jonathan Rodriguez (LR)</li> <li>Alejandra Fazekas (LR)</li> <li>Heather Virtuoso (LR)</li> <li>Shelly Labay (LR)</li> <li>Janice Devlin (LR)</li> <li>Stacy DiNicola (NS)</li> </ol>	<ol style="list-style-type: none"> <li>Barry Gold (Local Rep)</li> <li>Maria Moore (State Rep)</li> <li>William “Bill” Armbruster (National Rep)</li> </ol>	<ol style="list-style-type: none"> <li>Joanna Gerali-Schwartz (Mayor)</li> <li>Richard Berman (Mayor)</li> <li>Edward O’Neil (Ward I)</li> <li>Delwin Potter (Ward I)</li> <li>Patricia Landaker (Ward II)</li> <li>Audrey Woods (Ward II)</li> <li>Judy Belanger (Ward III)</li> <li>Steve Boyce (Ward III)</li> <li>Fran Smith (Ward IV)</li> <li>Jordan Flake (Ward IV)</li> </ol>	<ol style="list-style-type: none"> <li>Rec Centers (6 total)</li> <li>Senior Centers (2 total)</li> <li>Downtown Farmers Market</li> </ol>
COH Staff – P&R	COH Staff – P&R		Senior Housing Residents
<ol style="list-style-type: none"> <li>Corey Clark (Outdoor Recreation)</li> </ol>	<ol style="list-style-type: none"> <li>Susan “Sue” Bobby (Senior Adult Services)</li> <li>Michelle McGory (Senior Adult Services)</li> <li>Vicki Hanson (Senior Adult Services)</li> <li>Ashley Elrod (Senior Adult Services)</li> </ol>		<ol style="list-style-type: none"> <li>Pacific Pines</li> <li>Annabelle Pines</li> <li>Capistrano Pines</li> <li>College Villas</li> <li>Coronado Drive Apartments</li> <li>Don Dawson Court</li> <li>Henderson Manor</li> <li>Horizon Pines</li> <li>Horizon Seniors</li> <li>Portofino</li> <li>Smith Williams</li> <li>Vintage at Seven Hills</li> </ol>
COH Staff – Office of Communications			Others
<ol style="list-style-type: none"> <li>Melissa Phipps</li> <li>Rachel Hunt</li> </ol>			<ol style="list-style-type: none"> <li>Anthem Distribution List</li> <li>Meals on Wheels</li> <li>Other Age-Restricted Communities</li> </ol>

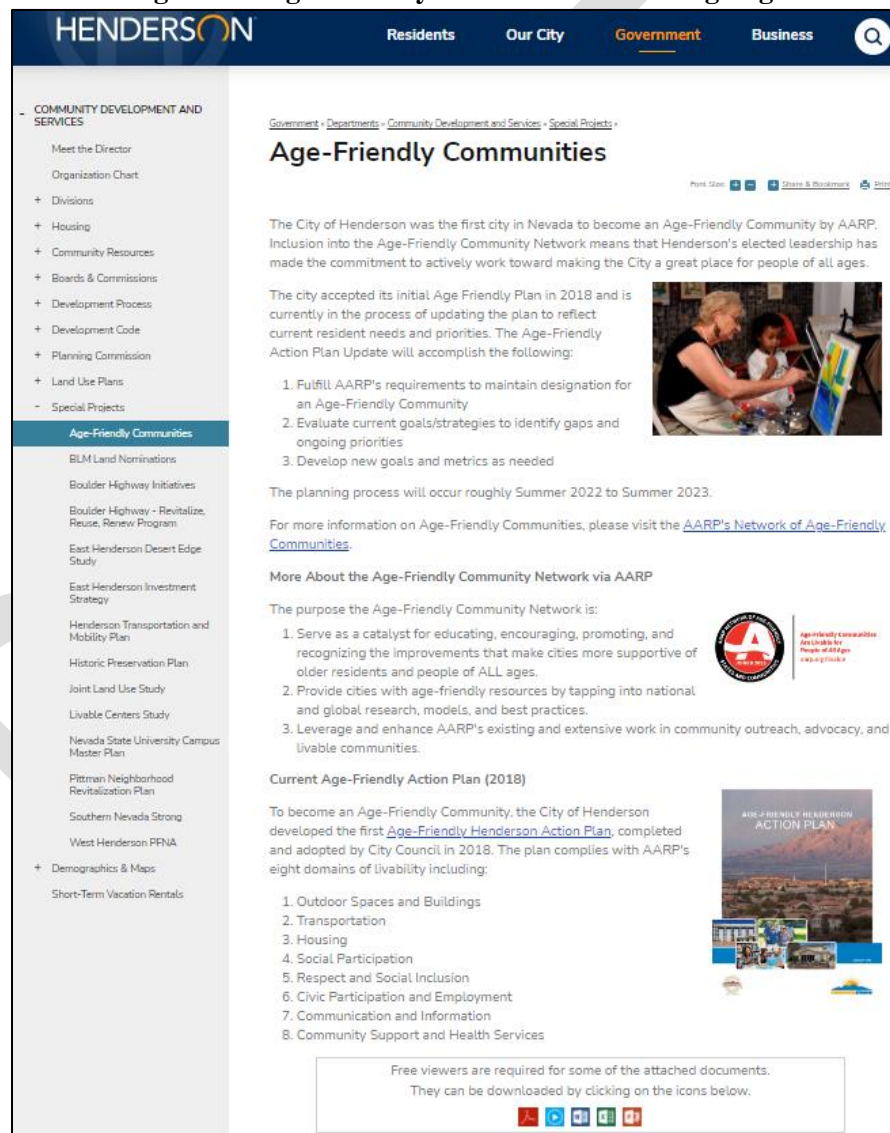
*Source:* City of Henderson Community Development & Services Department.



## 4.2 Outreach and Engagement Tools: Age-Friendly Communities Landing Page

The City’s existing “Age-Friendly Communities” landing page was updated and modified to reflect the latest information on the 2024 Age-Friendly Action Plan Update.<sup>26</sup> The landing page includes Henderson’s history and inclusion in AARP’s Age-Friendly Community Network, links to AARP’s Network of Age-Friendly States and Communities website, access to the City’s 2018 Age-Friendly Action Plan, and information on the 2024 Age-Friendly Action Plan Update. In addition, links to a community survey were made available in both English and Spanish between March 2023 – June 2023.

**Figure 11: Age-Friendly Communities Landing Page**



**Source:** City of Henderson Community Development & Services Department.

<sup>26</sup> [City of Henderson – Age-Friendly Communities Landing Page](#)

## 4.3 Outreach and Engagement Tools: Age-Friendly Community Survey One-Sheet/Flyer

A one-pager/flyer was created that summarized the Age-Friendly Action Plan, provided a QR code to access the project website and survey, listed important meeting times/locations, and listed the City website and contact information. The flyers were available in both a printed and electronic format across City facilities and senior housing developments for distribution.

Figure 12: Age-Friendly Community Survey One-Sheet/Flyer



Source: City of Henderson Community Development & Services Department.

## 4.4 Outreach and Engagement Events

An events calendar of in-person events was created to capture intercept surveys. A total of 11 events were attended by City staff and/or Senior Citizen Advisory Commission members.

City staff surveyed residents in person at several community events (Table 4). These events were staffed by City staff, with assistance from volunteers from the Senior Citizens Advisory Commission, Nevada HAND, the Southern Nevada Health District (SNHD), and/or Senior Center volunteers.

**Photo 11: Collecting surveys at the Downtown Senior Center.**



**Table 5: List of Community Events where In-Person Surveys were Collected.**

#	Location	Event	Date	Time
1	Heritage Park Senior Center 300 S Racetrack Road Henderson, NV 89015	Golden Years 50+ Health Fair	3/25/2023	9:00am – 1:00pm
2	Heritage Park Senior Center 300 S Racetrack Road Henderson, NV 89015	Community Conversations	4/6/2023	9:00am – 10:00am
3	Silver Springs Recreation Center 1951 Silver Springs Pkwy Henderson, NV 89074	Community Yard Sale	4/7/2023	9:00am – 1:00pm
4	Dollar Loan Center 200 S Green Valley Pkwy Henderson, NV 89012	DLC Farmers Market	4/10/2023	8:00am – 12:00pm
5	Heritage Park Senior Center 300 S Racetrack Road Henderson, NV 89015	Senior Center Lunch	4/11/2023	10:00am – 12:00pm
6	City Lights Art Gallery 3 E Army Street Henderson, NV 89015	Art on Army Street	4/22/2023	10:00am – 6:00pm
7	Heritage Park Senior Center 300 S Racetrack Road Henderson, NV 89015	Senior Center Lunch	4/27/2023	10:00am – 12:00pm
8	Downtown Senior Center 27 E Texas Avenue Henderson, NV 89015	Army Street Farmers Market	4/28/2023	4:00pm – 8:00 pm
9	Dollar Loan Center 200 S Green Valley Pkwy Henderson, NV 89012	DLC Farmers Market	5/8/2023	8:00am – 12:00pm
10	Water Street Plaza 240 S Water Street Henderson, NV 89015	Arts Festival	5/13/2023	9:00am – 4:00pm
11	Downtown Senior Center 27 E Texas Avenue Henderson, NV 89015	Army Street Farmers Market	5/26/2023	4:00pm – 8:00 pm

**Source:** City of Henderson Community Development & Services Department.



In addition, incentives for survey responses were also provided. Respondents that were willing to include their phone number and email would be entered into a raffle for a \$25 gift card. For events taking place at Senior Centers, respondents willing to fill out a survey were given snacks, water bottles, pens, and reusable bags. In collaboration with Prevail Marketplace, the Southern Nevada Health District, and the City's Redevelopment Agency, respondents that filled out a survey at Farmers Market events would qualify for vouchers that could be redeemed at that Farmers Market. Because of the length of the surveys, these incentives were instrumental in gathering responses.

**Becoming Age-Friendly can make a city a place of choice for all generations – a great place to live, have a family and grow older in.**

#### 4.5 AARP Age-Friendly Action Plan Update Community Survey

A community survey was conducted from March 2023 – June 2023 to receive feedback from senior residents regarding their community preferences and current satisfaction with City offerings. Using AARP's statistically valid survey as a foundation, the survey was slightly edited to also account for issues that are unique to Henderson. Survey respondents were asked to rate their community on sixty-three (63) characteristics across AARP's Eight (8) Age-Friendly Domains of Livability. Respondents were given a rating scale of excellent, very good, good, fair, or poor.

The community survey was available to respondents in both paper and online forms. The community surveys were also made available in both English and Spanish. Surveys were distributed and collected at senior centers and recreation centers through the help of community partners and liaisons. The City received a total of 347 survey responses, with 258 being filled out by residents 50 years or older, 14 being filled out by residents under 50 years old, and 75 respondents not reporting an age. Out of the total 347 surveys submitted, 342 responses were in English and 5 responses were in Spanish.

**Figure 13: Community Surveys**



**Source:** City of Henderson Community Development & Services Department.

# 5

## Plan Development



## PLAN DEVELOPMENT

It is the City's goal to maintain the Age-Friendly Community designation. As such, the City's Community Development and Services Department undertook the process of updating the originally adopted Age-Friendly Action Plan from 2018. AARP requires an update to the Age-Friendly Action Plan after five years following their multi-step process of improvement.

The 2024 Age-Friendly Action Plan used the goals and strategies from the previous plan as a foundation and to accomplish the following:

1. Fulfill AARP's requirements to maintain designation for an Age-Friendly Community.
2. Evaluate the goals and strategies of the previous Plan to identify gaps and ongoing priorities.
3. Develop new goals and metrics based on feedback from the Outreach and Engagement Groups.



### 5.1 Senior Citizens Advisory Commission (SCAC)

The City held meetings with the SCAC from August 2022 – August 2023 to review and discuss the goals and objectives from the 2018 plan by each Domain of Livability. The objective of each meeting was as follows:

- Identify which goals needed to be removed for the new plan.
- Identify which goals to keep as part of the new plan.
- Identify which goals needed to be modified as part of the new plan.
- Make a list of potential new goals to add as part of the new plan.

**Photo 12: SCAC meeting at the Heritage Park Senior Center.**





Initially, the group was to review the goals from two Domains of Livability per meeting. However, the August SCAC meeting went over time. Though all goals were discussed and reviewed, it was decided that all subsequent meetings would be dedicated to one specific Domain of Livability. This was to better dedicate all efforts toward the goals of each Domain of Livability while being respectful to the time contributions and limitation for the SCAC members, as well as members of the public. A breakdown of the goals and strategies from each Domain of Livability by SCAC meeting is as follows:

**Table 6: List of SCAC Meetings During the Plan Development Process**

SCAC Meeting Date	Domain of Livability
Wednesday, August 10, 2022	Social Participation
	Respect and Social Inclusion
Wednesday, September 14, 2022	Communication and Information
Wednesday, October 12, 2022	Housing
Wednesday, November 9, 2022	Outdoor Spaces and Buildings
Wednesday, December 14, 2022	Civic Participation and Employment
Wednesday, January 11, 2023	Transportation
Wednesday, February 8, 2023	Community Support and Health Services
Wednesday, March 8, 2023 Wednesday, April 12, 2023 Wednesday, July 12, 2023 Wednesday, August 9, 2023	Finalize all Domains of Livability Goals/Priorities and Performance Metrics

*Source:* City of Henderson Community Development & Services Department.

## 5.2 SCAC Meeting Results

### August 2022: Social Participation, Respect and Social Inclusion

- Some existing goals that overlapped or were repetitive were combined.
- A new goal was created that specifically targeted “Isolation and Loneliness.”
- A new goal was created that specifically targeted “Intergenerational Events.”
- A new goal was created that advocates for outreach with Veteran groups.
- It was identified that there was no form of quantitative data for tracking metrics for the majority of the goals and strategies. As a result, all metrics from here on out would need to be revamped and redone in a way that will create 5 years of baseline data upon which future plans can be compared to in order to identify areas that we are excelling in and areas that need improvement.
- Because of how extensive reviewing each Domain of Livability is, all subsequent meetings will be reviewing and discussing the goals and strategies from one Domain of Livability only.

## **September 2022: Communication and Information**

- Some existing goals that overlapped or were repetitive were combined.
- Faith-based organizations were identified as a needed community partners for relevant goals.
- A new goal was created that would provide more than one presentation per year by CD&S to the SCAC with regards to goals/strategy implementation and updates. The reason for this was apparent through this planning process, in which having multiple meetings on specific topics is more thorough and conducive.
- A new goal that would provide at least one annual presentation to the SCAC by Nevada 211.
- A new goal was created that specifically focuses on veterans.
- All metrics for each goal were redone in which data could be captured and quantified.

## **October 2022: Housing**

- Some existing goals that overlapped or were repetitive were combined.
- One goal was removed since it was no longer relevant.
- A new goal was created on exploring unique and innovative housing options.
- All metrics for each goal were redone in which data could be captured and quantified.

## **November 2022: Outdoor Spaces and Buildings**

- Some existing goals that overlapped or were repetitive were combined.
- A new goal was created on addressing water consumption.
- All metrics for each goal were redone in which data could be captured and quantified.

## **December 2022: Civic Participation and Employment**

- Some existing goals that overlapped or were repetitive were combined.
- One goal was moved to another Domain of Livability to avoid duplication.
- All metrics for each goal were redone in which data could be captured and quantified.

## **January 2023: Community Support and Health Services**

- Some existing goals that overlapped or were repetitive were combined.
- A new goal was created that specifically focused on Healthy Henderson, the City's fitness, health, and wellness program.
- Emphasis on Veteran Affairs programs were added to two goals.
- All metrics for each goal were redone in which data could be captured and quantified.

## **February 2023: Transportation**

- Some existing goals that overlapped or were repetitive were combined.
- A new goal was created that focused on vulnerable users of the road.
- A new goal was created that would increase awareness on unique transportation programs for seniors, including RTC's Mobility Training Program and AARP's driving classes.
- All metrics for each goal were redone in which data could be captured and quantified.

## **March – August 2023: Finalize all Domains of Livability Goals/Priorities and Performance Metrics**

- Reviewed, refined, and finalized all Domain of Livability goals and strategies developed from August 2022 – March 2023.
- Developed more robust and quantitative performance metrics for each goal/priority.
- Developed a Goals and Strategies Matrix for City consideration and review.
- Received approvals on the new goals/priorities and performance metrics from the City.
- Completed the final draft of items that are included as part of Chapter 5, Chapter 6, and Appendix A of the 2024 Age-Friendly Action Plan.

# 6

## Updated Goals and Development





## UPDATED GOALS AND STRATEGIES

### Outdoor Spaces and Buildings

**GOAL:** Create gathering spots that are safe and enjoyable, while being accessible to all.



- 1.1 Continue providing exemplary senior services and recreation centers and expand in growing senior population areas to ensure equitable distribution citywide.
- 1.2 Complete pedestrian connections and provide pedestrian access including the upkeep of maintenance for sidewalks and trails and assessment for potential safety impediments (i.e., overgrown landscaping, presence of trash and debris, vandalism, etc.).
- 1.3 Integration of existing infrastructure/facilities of open space, trails, and recreation centers with the design of new medical facilities to address physical activity, fitness, home health, wellness programs, and rehabilitation.
- 1.4 Minimize the urban heat island effect through desert-friendly tree canopies along trails and sidewalks and shade structures, with a focus on underserved communities.
- 1.5 Identify and pursue grant funding opportunities to retrofit non-ADA compliant public facilities to current standards, and new infrastructure improvements such as expansion of trails, shade structures and landscaping, and public art.
- 1.6 Provide accessible green spaces that positively impact physical, mental, and psychological health and well-being of the community while also enhancing the environmental quality of the City.
- 1.7 Reduce water consumption by implementing regional water conservation initiatives.

**Photo 13: Seniors at the DLC Farmers Market.**



## Transportation

**GOAL:** Offer safe, accessible, reliable, and timely transportation options.



- 2.1 Ensure a variety of transportation options are available and maintain a spectrum of affordable options for all.
- 2.2 Reduce vehicle, pedestrian, and/or bicyclist injury accidents.
- 2.3 Improve the safety of vulnerable users of the road and public right-of-way through reduced speed limits, buffered and wider pedestrian and walking infrastructure, and protected bike lanes.
- 2.4 Increase awareness on transportation programs that are available to seniors such as RTC's Mobility Training Program (how to use the bus, paratransit, etc.) and AARP's driving classes.

**Photo 14: Senior boarding a bus as part of the 2023 Transportation Pilot Program.**



## Housing

**GOAL:** Provide seniors with independence and quality of life to age comfortably and safely



- 3.1 Explore innovative housing models (ADU's, tiny homes, co-housing options, etc.) with universal design standards that are energy/water efficient and affordable.
- 3.2 Work with the Housing Advisory Committee and City leadership to identify and implement opportunities to increase housing options (transitional, rent-controlled, supportive, affordable, etc.).
- 3.3 Continue to refer seniors to existing services for home repair programs.
- 3.4 Identify challenges and barriers to homelessness issues by collecting annual data through a Homeless Census.
- 3.5 Apply to funding sources that can help subsidize affordable housing in Henderson.

**Photo 15: Pacific Pines Senior Affordable Apartments.**



## Social Participation

**GOAL:** All citizens should be able to participate in leisure, social, cultural, and spiritual activities.



4.1 Continue highlighting multicultural and intergenerational events in City lead programming.

4.2 Develop targeted grieving programs, support groups, activities, and other outreach efforts for widows, widowers, and veterans.

4.3 Address isolation and loneliness issues in senior populations by increasing social interaction opportunities through new programs at existing and new facilities, especially in Central and Western Henderson.

**Photo 16: Social interaction through Heritage Park Senior Center's activities.**



4.4 Continue the inclusion of seniors as part of selection committees for public art projects.

## Respect and Social Inclusion

**GOAL:** All citizens should have the opportunity to participate in social, civic, and economic life.



5.1 Connect and look for opportunities to provide senior mentor volunteering activities to K-12 schools and other providers of multigenerational and multicultural events such as Reading Week, National Reading Month, multigenerational center events, COH recreational facilities, and holiday programs.

5.2 Increase outreach event/opportunities with elected officials on topics that target the 50+ population age group.

5.3 Expand integration of older adults in City activities and services.

5.4 Conduct community outreach events with Veteran groups to identify their needs.

**Photo 17: Community event with Veterans.**





## Civic Participation and Employment

**GOAL:** Seniors should be able to find employment or volunteer their skills if they choose to do so.



- 6.1 Promote job boards as opportunities to connect seniors with existing businesses and economic activities and ensure these are provided online as well as through personal connections.
- 6.2 Provide support for seniors wishing to offer services to mentor young business leaders.
- 6.3 Provide support for seniors wishing to provide help to other seniors with financial, legal, or other matters.
- 6.4 Ensure that senior populations are included on decision-making and planning processes (policy creation, plan development, etc.).

**Photo 18: Volunteering at the animal shelter.**



## Communication and Information

**GOAL:** Seniors with varying capacities and resources should have equal access to information.



- 7.1 Ensure that City of Henderson information that is relevant to seniors is available in all media types (COH website, social media [Facebook, Instagram, X/Twitter], print, radio, TV, mail, Henderson Happenings, Valley News, Next Door, public service announcements, etc.).
- 7.2 Provide the “Senior Summit” series or equivalent program in partnership with regional senior service providers to provide timely and necessary information on available community resources.
- 7.3 Increase information and outreach for Limited English Proficient (LEP) speakers.
- 7.4 Provide bi-annual updates on the Age-Friendly Action Plan implementation to the Senior Citizens Advisory Commission.
- 7.5 Refer seniors to low-cost internet options to keep them connected and informed.

**Photo 19: Community Meetings at the America First Center.**





- 7.6 Engage Nevada 211 on an annual basis to share information with seniors in person (senior centers, SCAC meetings, senior housing developments, community events, etc.).
- 7.7 Enhance communication and information with Veterans based on the findings of goal 5.4.

## Community Support and Health Services

**GOAL:** Seniors should have equal access to affordable health and support services.



- 8.1 Expand connections between the City and institutions of higher education (such as UNLV, College of Southern Nevada, Nevada State University, Touro University, and Roseman University) to increase awareness and access of health information and services for our senior residents.
- 8.2 Expand connections between the City and medical partners (such as Dignity Health, Henderson Hospital, UMC, SNHD, etc.) to increase access to services and information for low-income seniors.
- 8.3 Identify and develop partnerships with organizations that can help seniors navigate healthcare systems and provide referrals, with emphasis on Medicare, Medicaid and Veterans Affairs programs.
- 8.4 In collaboration with local partners, provide direct services to seniors through community health service events, such as health fairs, medical screenings, VA events, fitness programs, wellness education workshops, and reduced cost programs.
- 8.5 Partner with local service providers to tackle chronic illness issues, address substance abuse, and increase access to mental health services.
- 8.6 Increase enrollment in the Healthy Henderson, the City's fitness, health, and wellness program.

**Photo 20: Lunch at the Heritage Park Senior Center.**



# Appendices



## APPENDIX A: AGE-FRIENDLY ACTION PLAN GOALS AND STRATEGIES MATRIX

### 2023 Age-Friendly Action Plan Update

Updated June 2023

OUTDOOR SPACES AND BUILDINGS	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: Create gathering spots that are safe and enjoyable, while being accessible to all.</i>			
	<b>1.1 Continue providing exemplary senior services and recreation centers and expand in growing senior population areas to ensure equitable distribution citywide.</b>	Parks & Recreation, Public Works	American Association of Retired Persons (AARP), Henderson Community Foundation (HCF), Residential and Commercial Developers	1) Annual number of programs, events, and services provided at recreation and senior centers
	<b>1.2 Complete pedestrian connections and provide pedestrian access including the upkeep of maintenance for sidewalks and trails and assessment for potential safety impediments (i.e. overgrown landscaping, presence of trash and debris, vandalism, etc.).</b>	Community Development & Services, Parks & Recreation, Public Works	Parks Board, Homeowners Associations (HOA's)	1) Number of walk audits conducted. 2) Number of Contact Henderson cases that involved sidewalks and trails issues. 3) Number of completed pedestrian improvement projects.
	<b>1.3 Integration of existing infrastructure/ facilities of open space, trails, and recreation centers with the design of new medical facilities to address physical activity, fitness, home health, wellness programs, and rehabilitation.</b>	Community Development & Services, Parks & Recreation	Hospital/Medical Partners, Private Developers	1) Number of new healthcare facilities connected to new and/or existing open spaces and trails.
	<b>1.4 Minimize the urban heat island effect through desert-friendly tree canopies along trails and sidewalks and shade structures, with a focus on underserved communities.</b>	Community Development & Services, Parks & Recreation, Public Works, Redevelopment Agency	Private Developers, Regional Transportation Commission of Southern Nevada (RTC)	1) Implement new desert-friendly Landscape Standards.

OUTDOOR SPACES AND BUILDINGS	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<b>1.5 Identify and pursue grant funding opportunities to retrofit non-ADA compliant public facilities to current standards, and new infrastructure improvements such as expansion of trails, shade structures and landscaping, and public art.</b>	Community Development & Services, Finance, Parks & Recreation, Redevelopment Agency	Public and Private grant-funding organizations	1) Number of grant that the City has applied to. 2) Number of grants that were awarded.
	<b>1.6 Provide accessible green spaces that positively impact physical, mental, and psychological health and well-being of the community while also enhancing the environmental quality of the city.</b>	Community Development & Services, Parks & Recreation	Private Developers	1) Maintain a minimum of 121 square feet of green space per resident. <sup>1</sup> 2) Maintain a minimum of 70% of dwelling units within a 10-minute walk to a park. <sup>1, 2</sup> 3) Maintain a minimum natural resource acreage of 861 square feet per capita. <sup>1</sup>
	<b>1.7 Reduce water consumption by implementing regional water conservation initiatives.</b>	All Departments		1) Reduce Henderson's gallons per capita per day water consumption to the Southern Nevada average of 127 GPCD. <sup>2</sup> 2) Achieve the community's current water conservation goal of 116 gallons per capita per day by 2035. <sup>2</sup>



TRANSPORTATION	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: Offer safe, accessible, reliable, and timely transportation options.</i>			
	<b>2.1 Ensure a variety of transportation options are available and maintain a spectrum of affordable options for all.</b>	Community Development & Services, Parks & Recreation, Public Works	Foundation for Assisting Seniors, LYFT/UBER, Non-profit transportation organizations, RTC, Southern Nevada Transit Coalition	1) Identify residential and non-residential buildings that are within a ¼ mile walkshed of an existing bus stop. <sup>1</sup> 2) Increase bus stops within ¼ mile of each resident. <sup>2</sup>
	<b>2.2 Reduce vehicle, pedestrian, and/or bicyclist injury accidents.</b>	Police Department, Public Works	Nevada Department of Transportation (NDOT), RTC	1) Vehicle accidents to equal less than 20% of total injury accidents. <sup>2</sup> 2) Vehicle/Pedestrian accidents to equal less than 6% of total injury accidents. <sup>2</sup> 3) Vehicle/Bicycle accidents to equal less than 3% of total injury accidents. <sup>2</sup>
	<b>2.3 Improve the safety of vulnerable users of the road and public right-of-way through reduced speed limits, buffered and wider pedestrian and walking infrastructure, and protected bike lanes.</b>	Community Development & Services, Parks & Recreation, Public Works	NDOT	1) Increase sidewalks within 1/8 mile of each resident. <sup>2</sup> 2) Increase protected or buffered bike lanes within ¼ mile of each resident. <sup>2</sup> 3) Increase trails within 1/8 mile of each resident. <sup>2</sup>
	<b>2.4 Increase awareness on transportation programs that are available to seniors such as RTC's Mobility Training Program (how to use the bus, paratransit, etc.) and AARP's driving classes.</b>	Communications, Parks & Recreation	RTC, AARP	1) Number of participants in RTC's Mobility Training Program. 2) Number of participants in AARP's driving classes.

	Goal/Priority	City Departments	Community Partners	Performance Metrics
HOUSING	<i>Priority Statement: Provide seniors with independence and quality of life to age comfortably and safely</i>			
	<b>3.1 Explore innovative housing models (ADU's, tiny homes, co-housing options, etc.) with universal design standards that are energy/water efficient and affordable.</b>	Community Development & Services, Redevelopment Agency	AARP, Private Developers, Realtors, Southern Nevada Home Builders Association (SNHBA)	1) Decrease the percentage of Henderson Households that spend 30% or more of their income on housing. <sup>2</sup> 2) Number of affordable housing units in the City.
	<b>3.2 Work with the Housing Advisory Committee and City leadership to identify and implement opportunities to increase housing options (transitional, rent-controlled, supportive, affordable, etc.).</b>	Community Development & Services, Parks & Recreation	Private developers	1) Develop a map of all age-restricted communities to identify where they are. 2) Increase the amount of affordable housing for all age groups. 3) Create policies and incentives to increase affordable housing.
	<b>3.3 Continue to refer seniors to existing services for home repair programs.</b>	Community Development & Services, Utility Services	NV Energy, HELP of Southern Nevada, Rebuilding Together Southern Nevada, SNHBA	1) Number of annual home rehabilitations.
	<b>3.4 Identify challenges and barriers to homelessness issues by collecting annual data through a Homeless Census.</b>	Community Development & Services	HELP of Southern Nevada, HopeLink, Rebuilding Together Southern Nevada	1) Number of people experiencing homelessness in Southern Nevada. 2) Number of engagements with outreach teams. 3) Number of individuals placed in emergency lodging.
	<b>3.5 Apply to funding sources that can help subsidize affordable housing in Henderson.</b>	Community Development & Services, Redevelopment Agency	AARP, HELP of Southern Nevada, Private Developers	1) Number and amount of funding sources applied to. 2) Number of affordable housing projects completed.

SOCIAL PARTICIPATION	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: All citizens should be able to participate in leisure, social, cultural, and spiritual activities.</i>			
	<b>4.1 Continue highlighting multicultural and intergenerational events in COH lead programming.</b>	Communications, Parks & Recreation	Clark County School District (CCSD), Education Partners, Henderson Historical Society, Henderson Library	1) Number of programs. 2) Estimated attendance of residents at City special events. <sup>2</sup>
	<b>4.2 Develop targeted grieving programs, support groups, activities, and other outreach efforts for widows, widowers, and veterans.</b>	Parks & Recreation	Education Partners, Faith-based organizations, Health-Based Organizations, Henderson Library, Veteran Groups	1) Build a list of programs and partnerships targeted towards widows, widowers, and veterans. 2) Estimated attendance of residents at programs targeted towards widows, widowers, and veterans.
	<b>4.3 Address isolation and loneliness issues in senior populations by increasing social interaction opportunities through new programs at existing and new facilities, especially in Central and Western Henderson.</b>	Parks & Recreation	Faith-Based Organizations, Henderson Veteran Services Office	1) Number of events and programs catered specifically to seniors. 2) Estimated attendance at event and programs catered specifically to seniors.
	<b>4.4 Continue the inclusion of seniors as part of selection committees for public art projects.</b>	Community Development & Services, Parks & Recreation	Arts and Culture Council	1) Number of installations of public art pieces. <sup>2</sup> 2) Number of public art selections the SCAC has participated in.

RESPECT AND SOCIAL INCLUSION	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: All citizens should have the opportunity to participate in social, civic, and economic life.</i>			
	<b>5.1 Connect and look for opportunities to provide senior mentor volunteering activities to K-12 schools and other providers of multigenerational and multicultural events such as Reading Week, National Reading Month, multigenerational center events, COH recreational facilities, and holiday programs.</b>	Communications, Human Resources, Parks & Recreation	Clark County School District (CCSD), Education Partners, Henderson Historical Society, Henderson Libraries, Non-profit Organizations, UNLV	1) Number of multigeneration or multicultural volunteer activities.
	<b>5.2 Increase outreach event/opportunities with elected officials on topics that target the 50+ population age group.</b>	City Manager's Office, Communications, Community Development & Services, Parks & Recreation	AARP, Las Vegas Global Economic Alliance (LVGEA), OLLI	1) Number of outreach events with elected officials.
	<b>5.3 Expand integration of older adults in City activities and services.</b>	Communications, Community Development & Services, Parks & Recreation, Redevelopment Agency		1) Number of multigenerational events/services.
	<b>5.4 Conduct community outreach events with Veteran groups to identify their needs.</b>	Community Development & Services, Parks & Recreation	American Legion, Henderson Veteran Services Office, Henderson Vet Center, Marine Corps League, Military Order of the Purple Heart	1) Summary of outreach events.

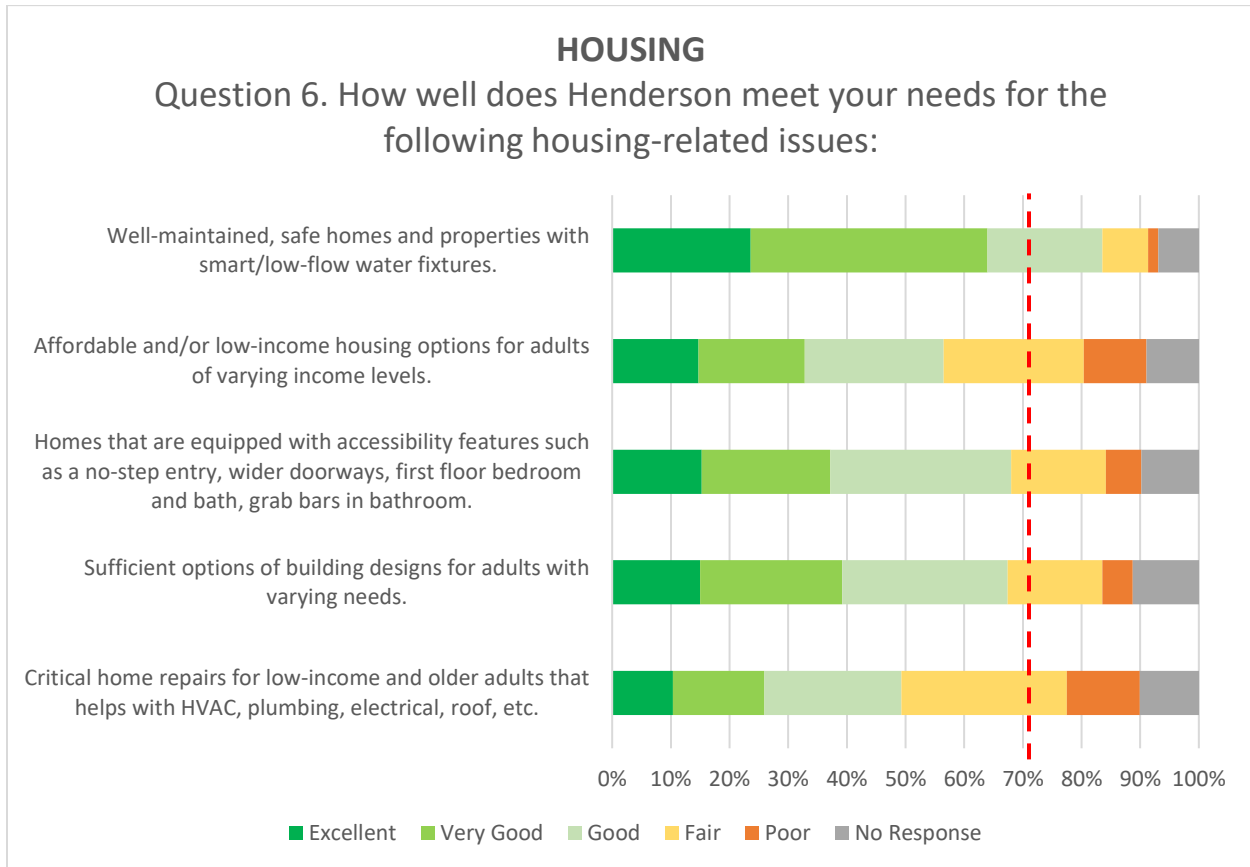


CIVIC PARTICIPATION AND EMPLOYMENT	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: Seniors should be able to find employment or volunteer their skills if they choose to do so.</i>			
	<b>6.1 Promote job boards as opportunities to connect seniors with existing businesses and economic activities and ensure these are provided online as well as through personal connections.</b>	Human Resources	Chamber of Commerce, Faith Organizations, Las Vegas Global Economic Alliance (LVGEA)	1) Number of jobs posted annually. 2) Average number of clicks that a job receives while it is open.
	<b>6.2 Provide support for seniors wishing to offer services to mentor young business leaders.</b>	Economic Development, Human Resources, Parks & Recreation	Chamber of Commerce, Local Business Associations, Non-Profit Organizations, SCORE	1) Schedule of events. 2) Number of participants.
	<b>6.3 Provide support for seniors wishing to provide help to other seniors with financial, legal, or other matters.</b>	Parks & Recreation	Boyd School of Law, Local and State Bar Associations, Non-Profits Organizations, Senior Law Center	1) Schedule of events. 2) Number of participants.
	<b>6.4 Ensure that senior populations are included on decision-making and planning processes (policy creation, plan development, etc.).</b>	All Departments		1) Number of public outreach events targeted to seniors.

COMMUNICATION AND INFORMATION	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: Seniors with varying capacities and resources should have equal access to information</i>			
	<b>7.1 Ensure that City of Henderson information that is relevant to seniors is available in all media types (COH website, social media [Facebook, Instagram, X/Twitter], print, radio, TV, mail, Henderson Happenings, Valley News, Next Door, public service announcements, etc.).</b>	Communications		1) Number of clicks to project websites. 2) Number of social media postings and views.
	<b>7.2 Provide the “Senior Summit” series or equivalent program in partnership with regional senior service providers to provide timely and necessary information on available community resources.</b>	Parks & Recreation	Health and Education Partners, Non-Profit Organizations, RTC	1) Number of people that attend the Senior Summit. 2) Number of providers engaged.
	<b>7.3 Increase information and outreach for Limited English Proficient (LEP) speakers.</b>	All Departments		1) Number of translated materials to other promotional languages.
	<b>7.4 Provide bi-annual updates on the Age-Friendly Action Plan implementation to the Senior Citizens Advisory Commission.</b>	Community Development & Services		1) Number of presentations by CD&S to the SCAC.
	<b>7.5 Refer seniors to low-cost internet options to keep them connected and informed.</b>	Parks & Recreation	Local Internet Providers	1) Number of referrals.
	<b>7.6 Engage Nevada 211 on an annual basis to share information with seniors in person (senior centers, SCAC meetings, senior housing developments, community events, etc.).</b>	Communications, Parks & Recreation	Nevada 211	1) Schedule of annual outreach events where Nevada 211 participates.
	<b>7.7 Enhance communication and information with Veterans based on the findings of goal 5.4.</b>	All Departments	AARP, Education Partners, Non-Profit Organizations, Veteran Organizations	1) Number of veteran-targeted communication materials.

COMMUNITY SUPPORT AND HEALTH SERVICES	Goal/Priority	City Departments	Community Partners	Performance Metrics
	<i>Priority Statement: Seniors should have equal access to affordable health and support services.</i>			
	<b>8.1 Expand connections between the City and institutions of higher education (such as UNLV, College of Southern Nevada, Nevada State University, Touro University, and Roseman University) to increase awareness and access of health information and services for our senior residents.</b>	Community Development & Services, Economic Development, Parks & Recreation	Education Partners, Health Partners,	1) List of partnerships with higher education institutions.
	<b>8.2 Expand connections between the City and medical partners (such as Dignity Health, Henderson Hospital, UMC, SNHD, etc.) to increase access to services and information for low-income seniors.</b>	Community Development & Services, Economic Development, Parks & Recreation	Education Partners, Health Partners, Non-Profit Organizations	1) List of partnerships with medical providers.
	<b>8.3 Identify and develop partnerships with organizations that can help seniors navigate healthcare systems and provide referrals, with emphasis on Medicare, Medicaid and Veterans Affairs programs.</b>	All Departments	AARP, Education Partners, HELP of Southern Nevada, HopeLink, Medical Partners, Non-Profit Organizations	1) List of partnerships
	<b>8.4 In collaboration with local partners, provide direct services to seniors through community health service events, such as health fairs, medical screenings, VA events, fitness programs, wellness education workshops, and reduced cost programs.</b>	All Departments	AARP, Education Partners, Non-Profit Organizations	1) Number of annual community health events.
	<b>8.5 Partner with local service providers to tackle chronic illness issues, address substance abuse, and increase access to mental health services.</b>	Community Development & Services	Education Partners, Health Partners, Non-Profit Organizations, Southern Nevada Health District (SNHD)	1) Hire additional clinicians and officers to respond to behavioral health crises. 2) Number of Narcan distribution kits and other harm reduction tools provided. 3) Provide at least 1,000 resource guides to the community
	<b>8.6 Increase enrollment in the Healthy Henderson, the City's fitness, health, and wellness program.</b>	Parks & Recreation		1) Number of enrollments into the City's fitness, nutrition, and health programs and participation attendance. <sup>2</sup>

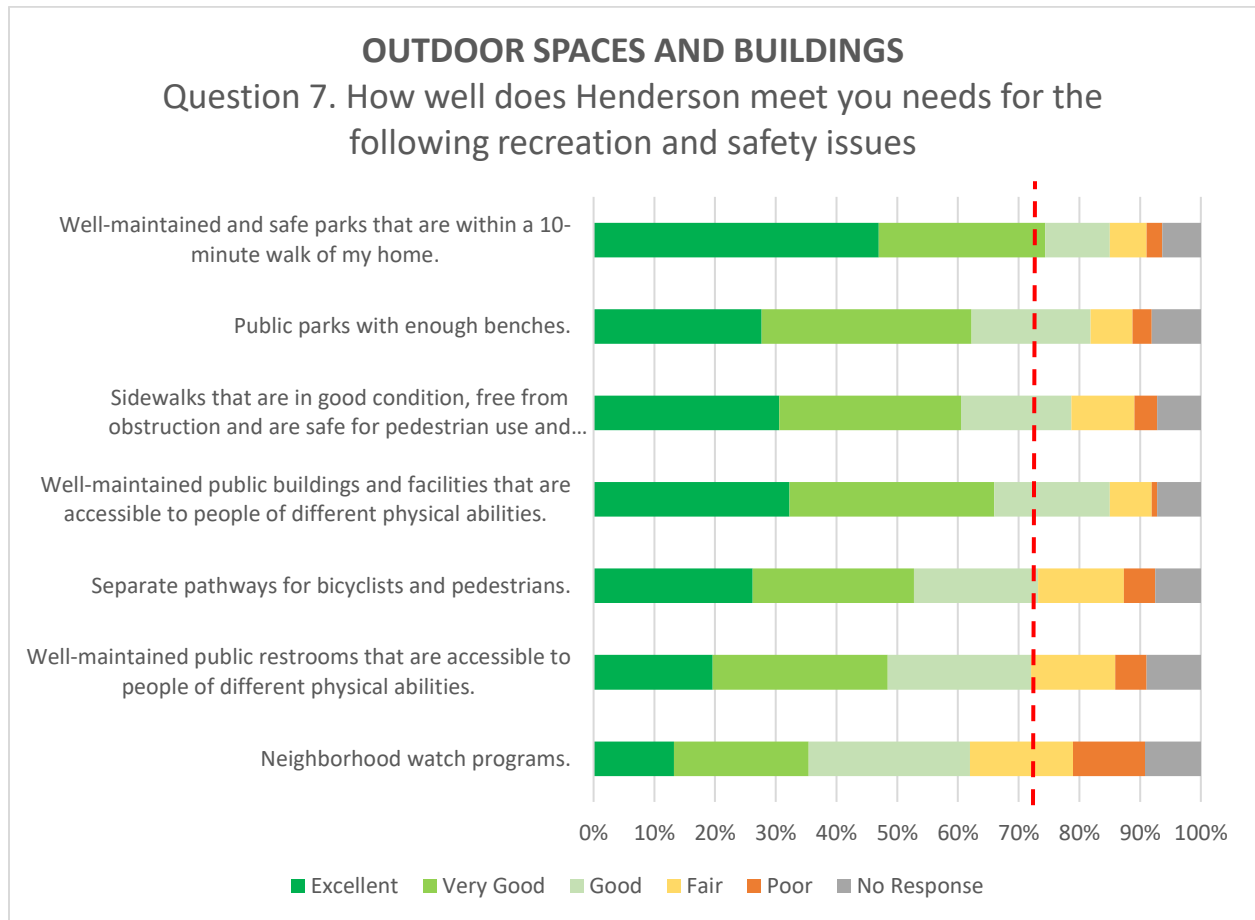
## APPENDIX B: COMMUNITY SURVEY RESULTS



Survey responses for “Housing” questions were mixed overall. “Well-maintained, safe homes and properties with smart/low-flow water fixtures” was seen as “good” or higher by 84% of respondents. “Critical home repairs for low-income and older adults that helps with HVAC, plumbing, electrical, roof, etc.” had the worst response in this category, with 50 of respondents rating it as “good” or higher. In addition, “Affordable and/or low-income housing options for adults of varying income levels” also ranked low, with 57% of respondents rating it as “good” or higher. “No Response” accounted for approximately 9.39% of responses related to Housing questions.

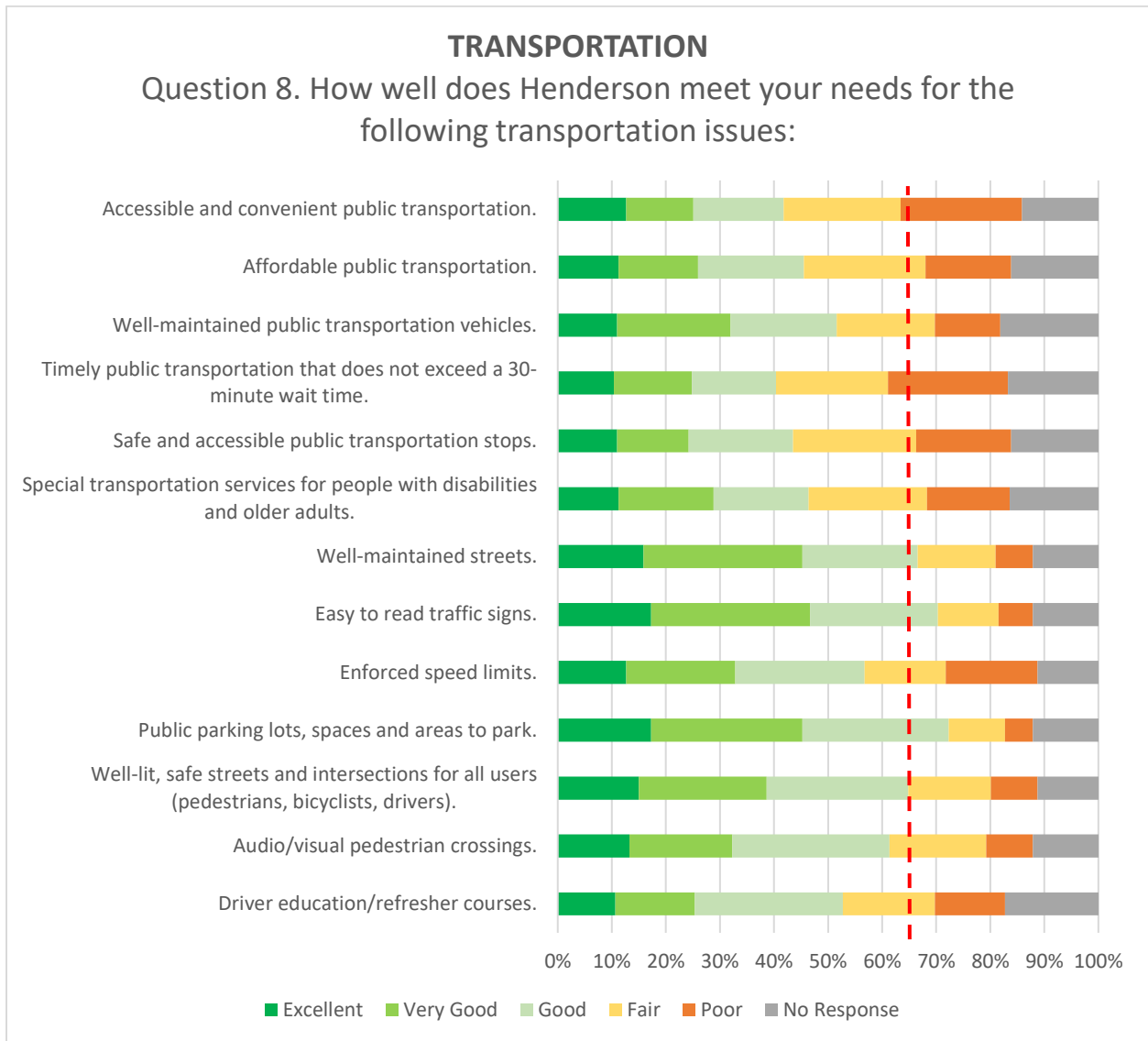


## Appendix B: Community Survey Results (Continued)



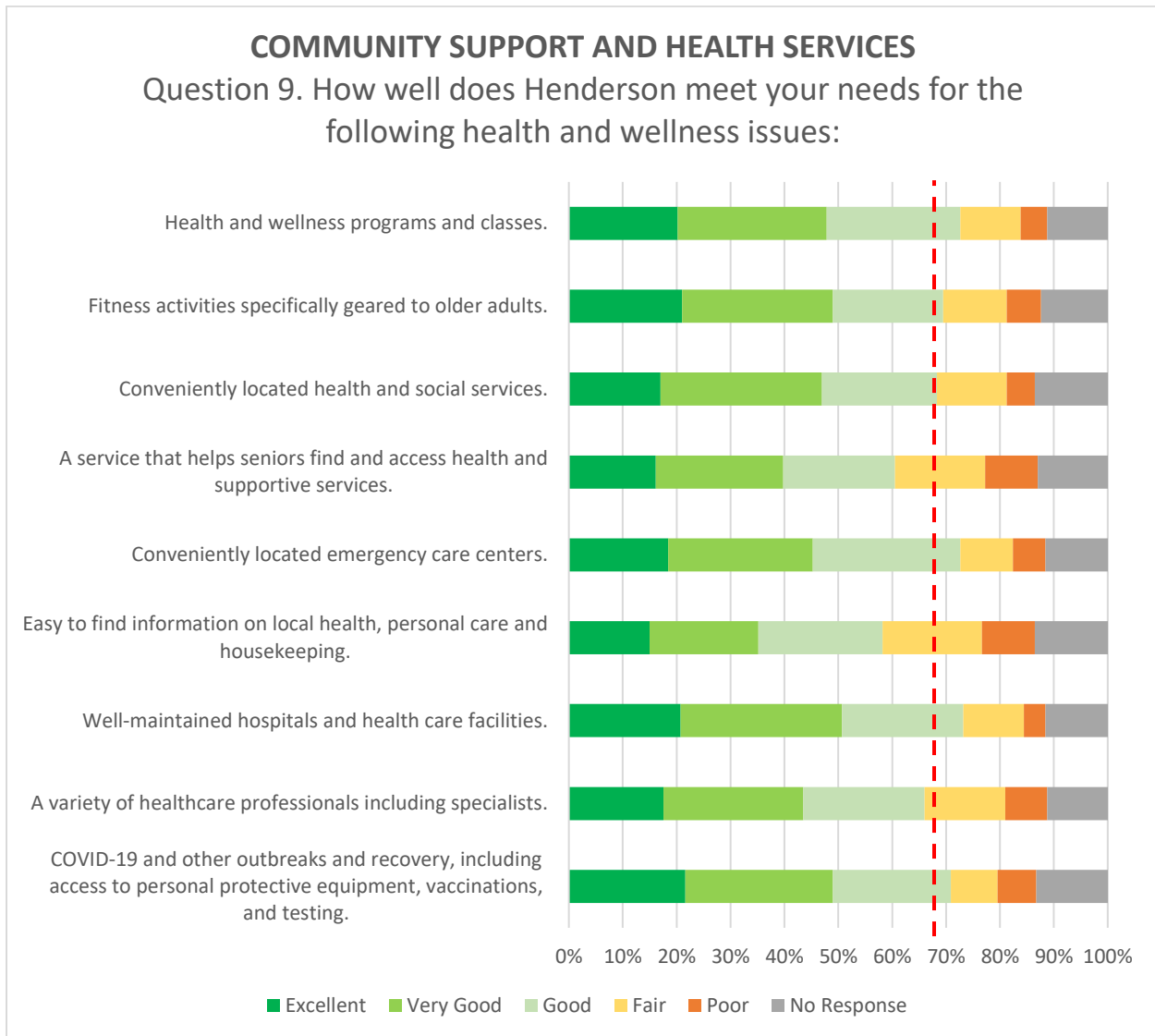
Survey responses for “Outdoor Spaces and Buildings” questions were positive overall. “Well-maintained and safe parks that are within a 10-minute walk of my home” was seen as “good” or higher by 85% of respondents. “Neighborhood watch programs” had the worst response in this category, with 62% of respondents rating it as “good” or higher. “No Response” accounted for approximately 7.78% of responses related to Outdoor Spaces and Buildings questions.

## Appendix B: Community Survey Results (Continued)



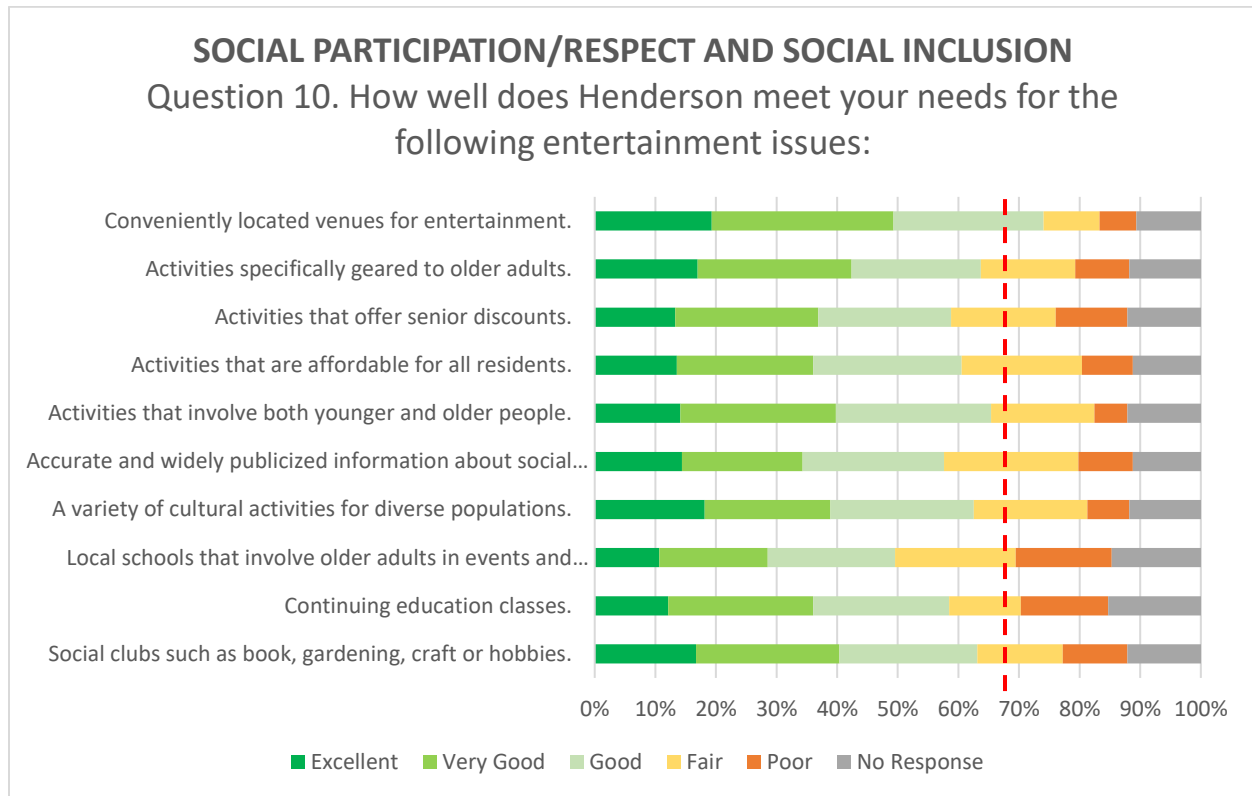
Survey responses for “Transportation” questions were mixed overall, with public transportation questions receiving noticeably lower results. “Public parking lots, spaces, and areas to park” was seen as “good” or higher by 71% of respondents. “Timely public transportation that does not exceed a 30-minute wait time” had the worst response in this category, with 41% of respondents rating it as “good” or higher. “No Response” accounted for approximately 14.3% of responses related to Transportation questions.

## Appendix B: Community Survey Results (Continued)



Survey responses for “Community Support and Health Services” questions were positive overall. “Health and wellness classes” was seen as “good” or higher by 73% of respondents. “A service that helps seniors find and access health and supportive services” had the worst response in this category, with 61% of respondents rating it as “good” or higher. “No Response” accounted for approximately 12.36% of responses related to Community Support and Health Services questions.

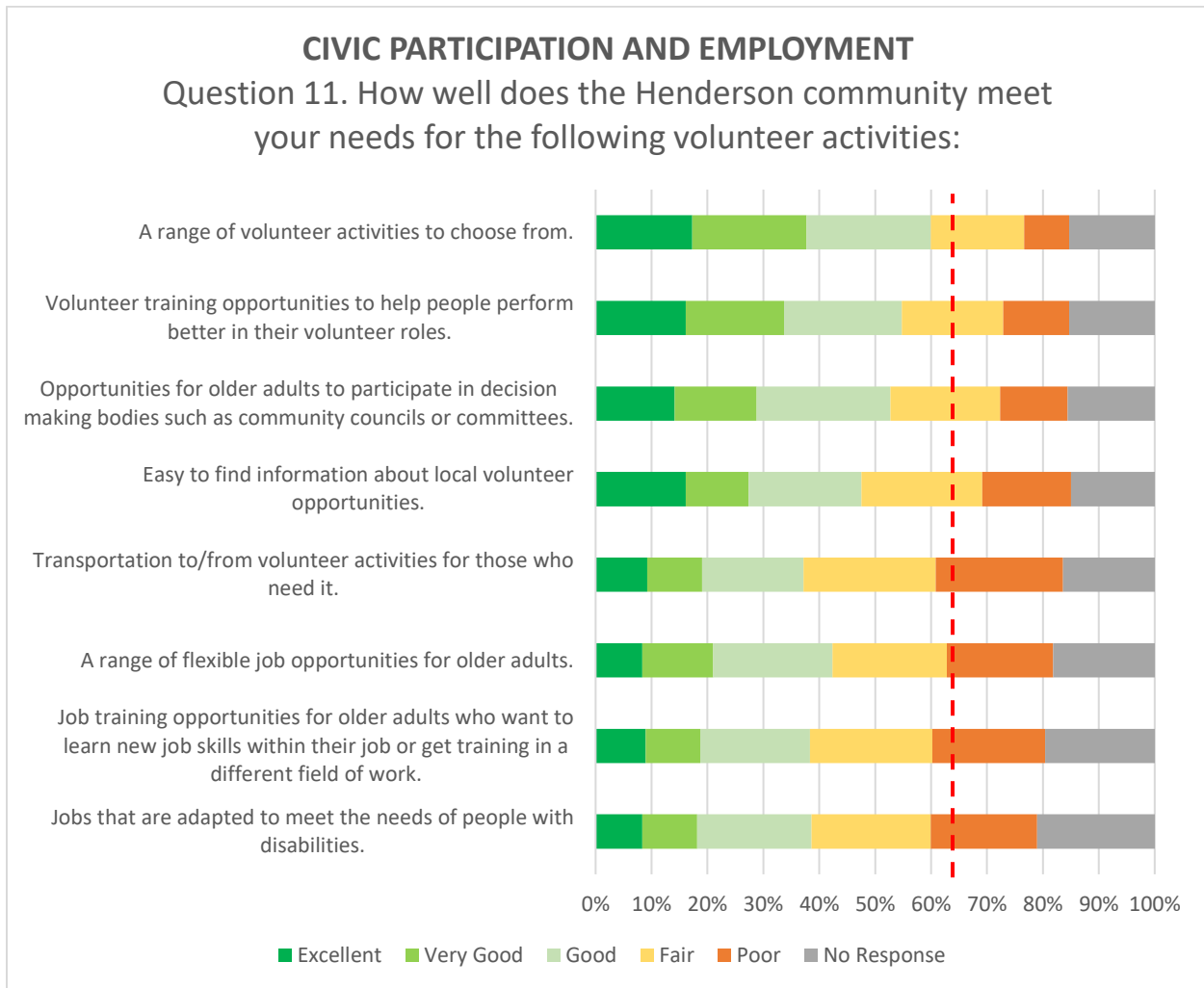
## Appendix B: Community Survey Results (Continued)



Survey responses for “Social Participation/Respect and Social Inclusion” questions were mixed overall. “Conveniently located venues for entertainment” was seen as “good” or higher by 74% of respondents. “Accurate and widely publicized information about social activities” had the worst response in this category, with 57% of respondents rating it as “good” or higher. “No Response” accounted for approximately 12.31% of responses related to Social Participation/Respect and Social Inclusion questions.

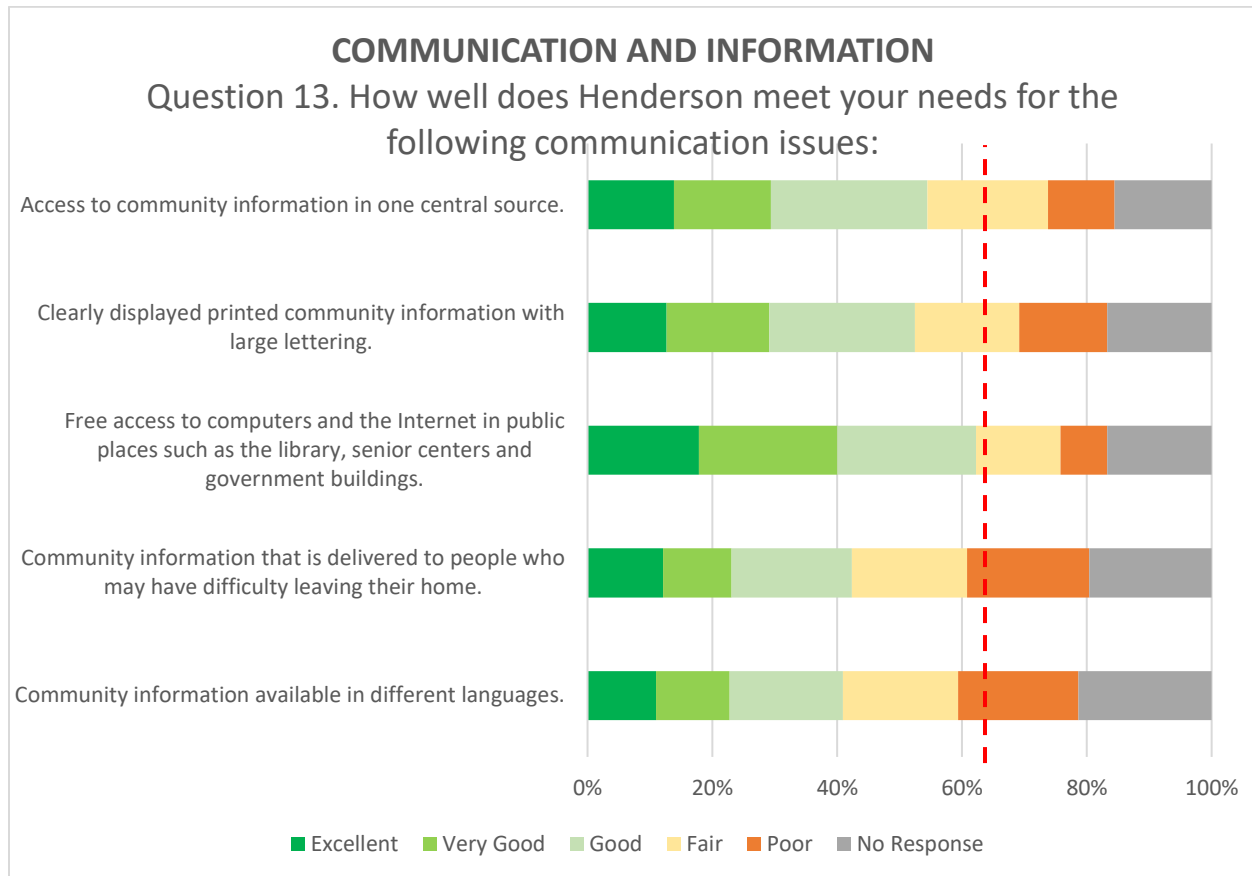


## Appendix B: Community Survey Results (Continued)



Survey responses for “Civic Participation and Employment” questions were mixed overall. “A range of volunteer activities to choose from” was seen as “good” or higher by 60% of respondents. “Transportation to/from volunteer activities for those who need it” had the worst response in this category, with 37% of respondents rating it as “good” or higher. “No Response” accounted for approximately 17.04% of responses related to Civic Participation and Employment questions.

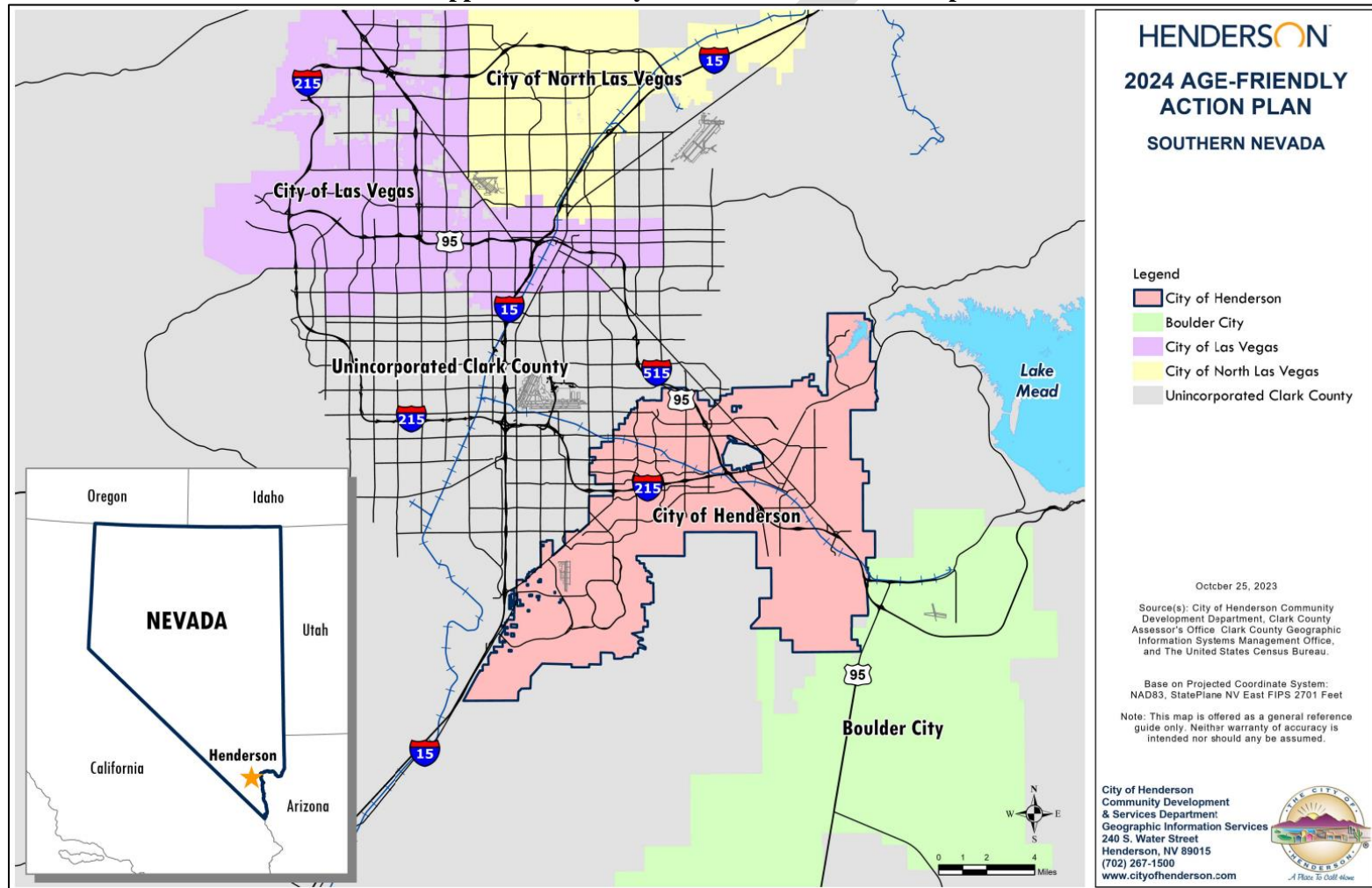
## Appendix B: Community Survey Results (Continued)



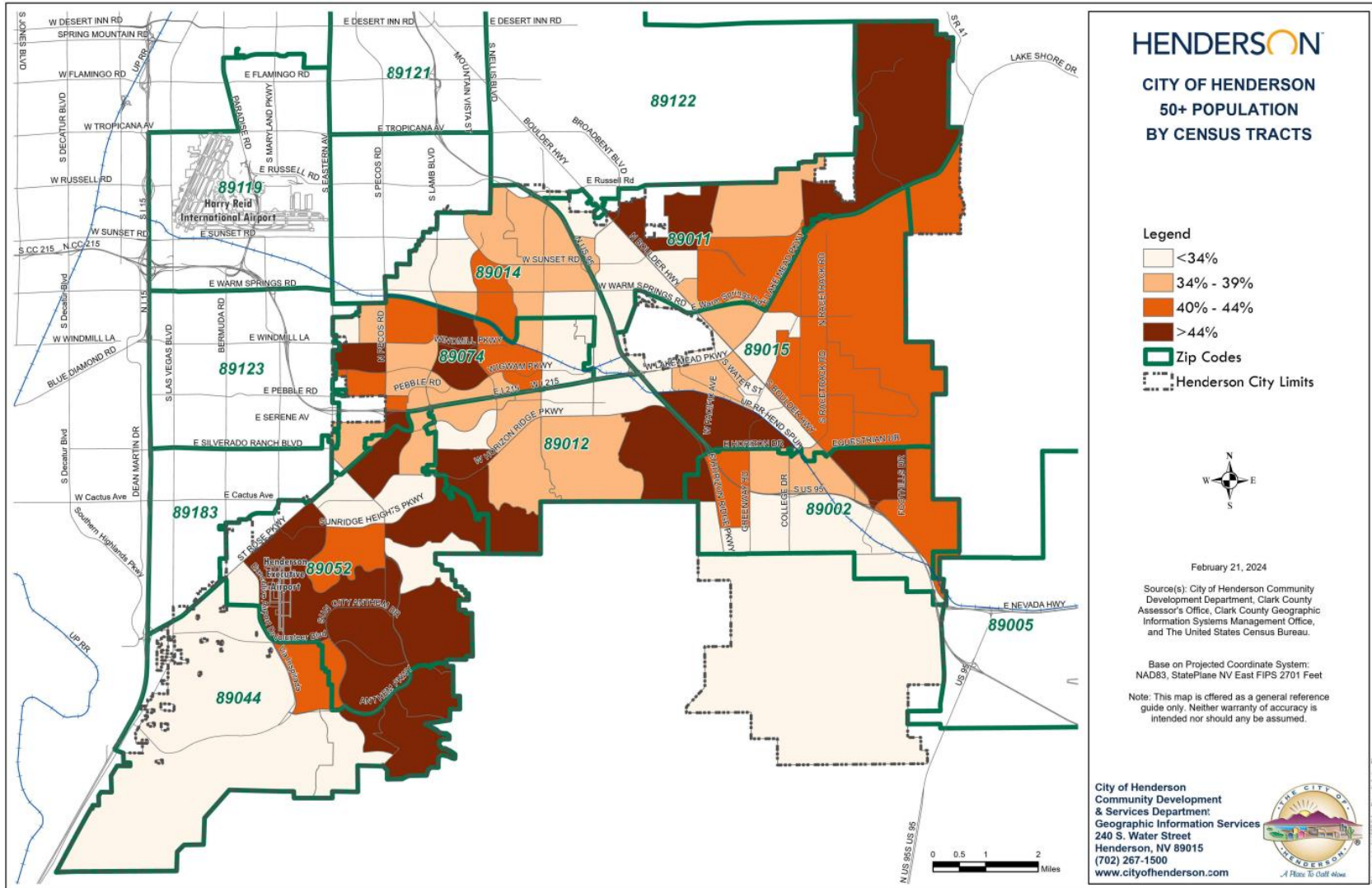
Survey responses for “Communication and Information” questions were mixed overall. “Free access to computers and the Internet in public places such as the library, senior centers, and government buildings” was seen as “good” or higher by 62% of respondents. “Community information available in different languages” had the worst response in this category, with 41% of respondents rating it as “good” or higher. “No Response” accounted for approximately 17.98% of responses related to Communication and Information questions.

## APPENDIX C: MAPS

Appendix C-1: City of Henderson Location Map

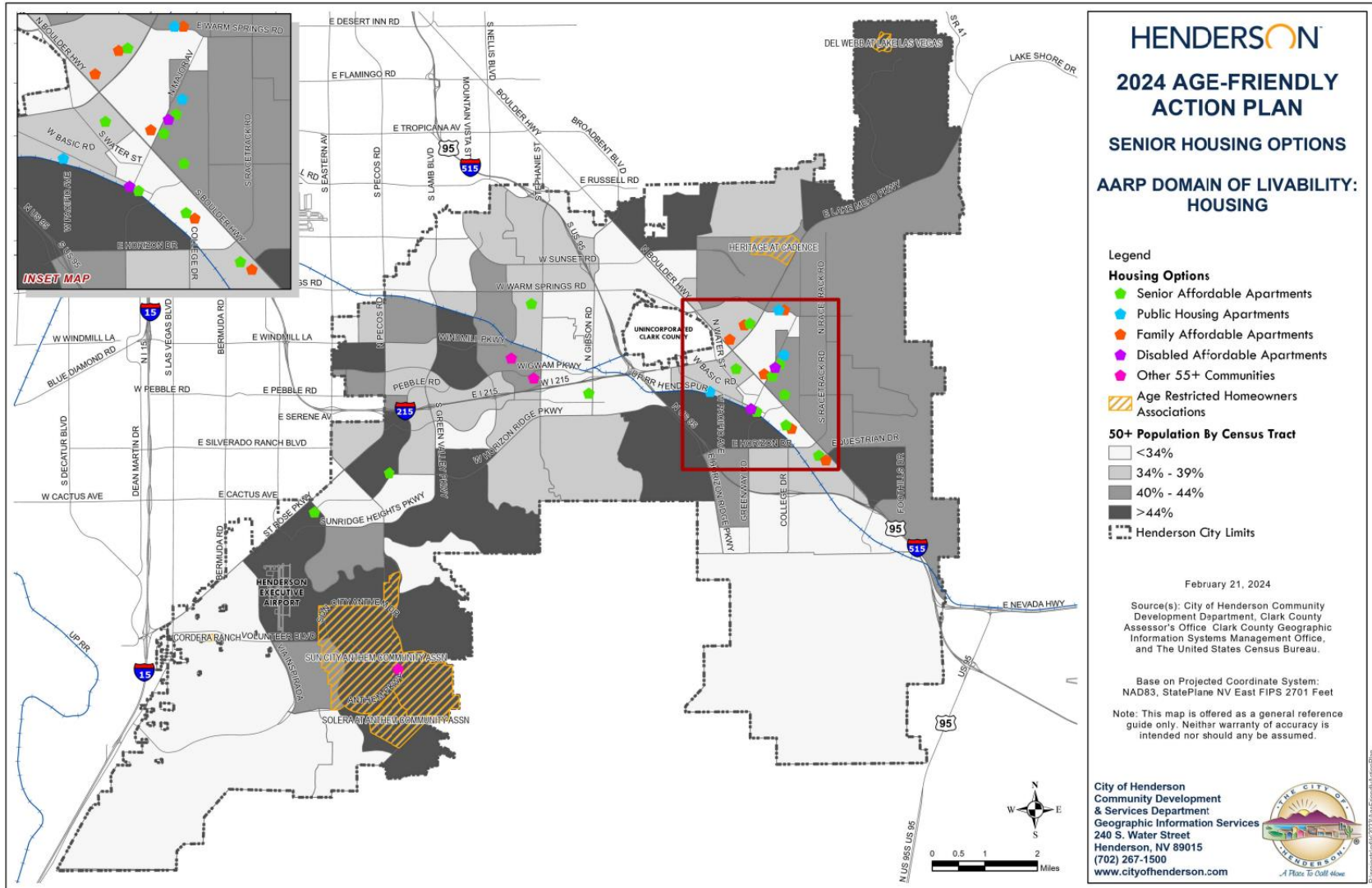


Appendix C-2: City of Henderson 50+ Population by Census Tracts

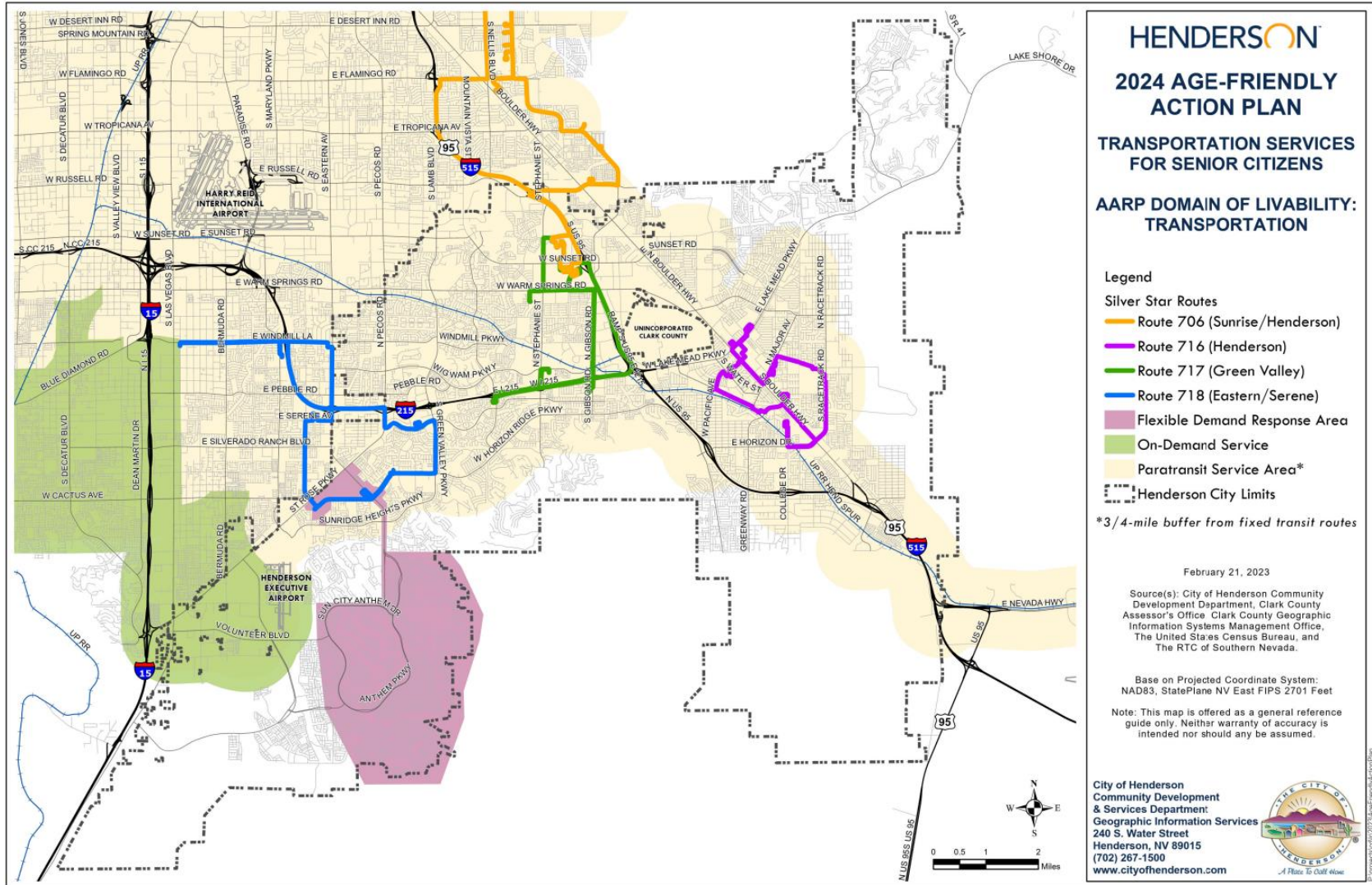




## Appendix C-3: City of Henderson Affordable Housing Options

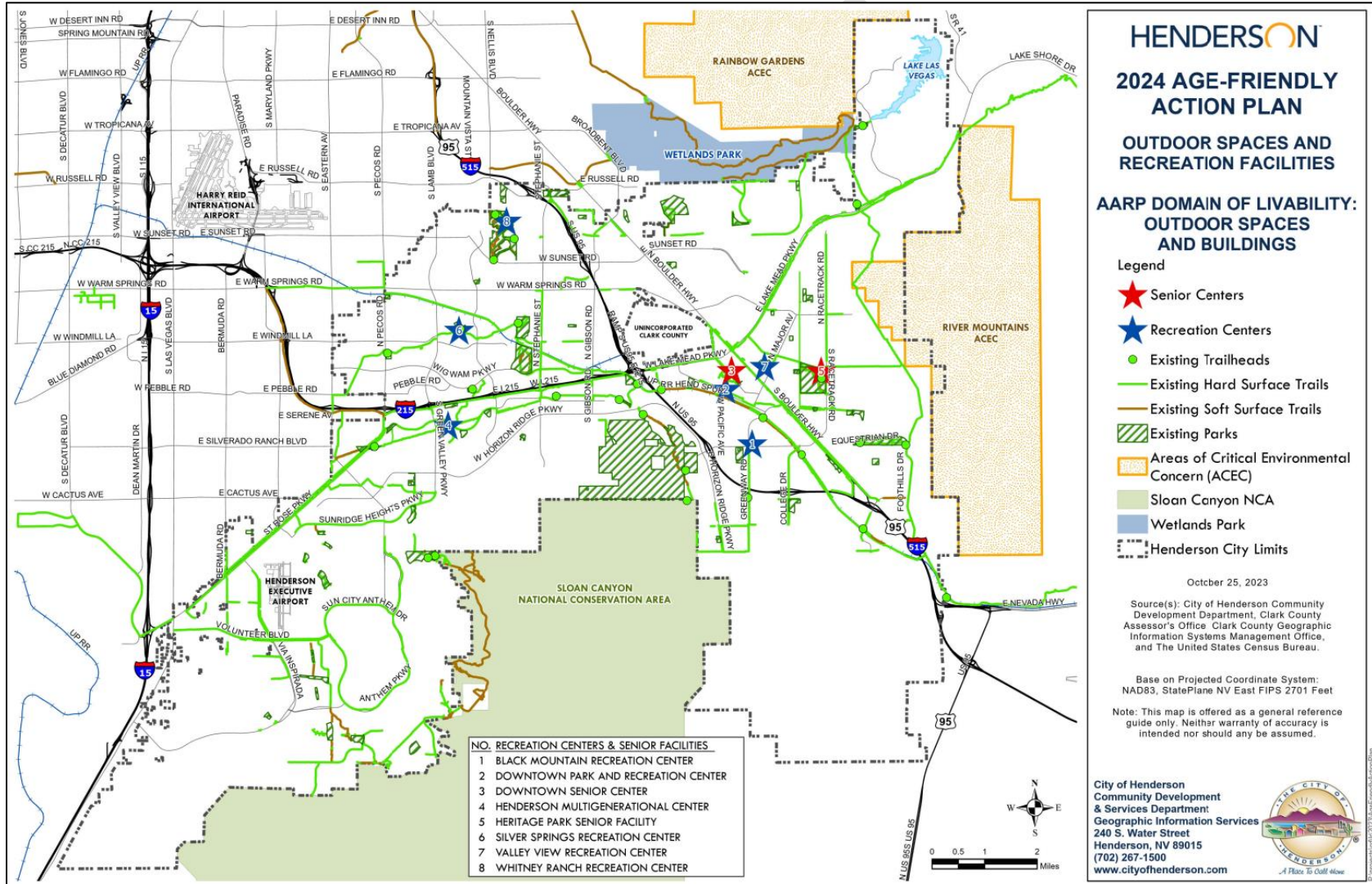


## Appendix C-4: Transportation Services for Senior Citizens

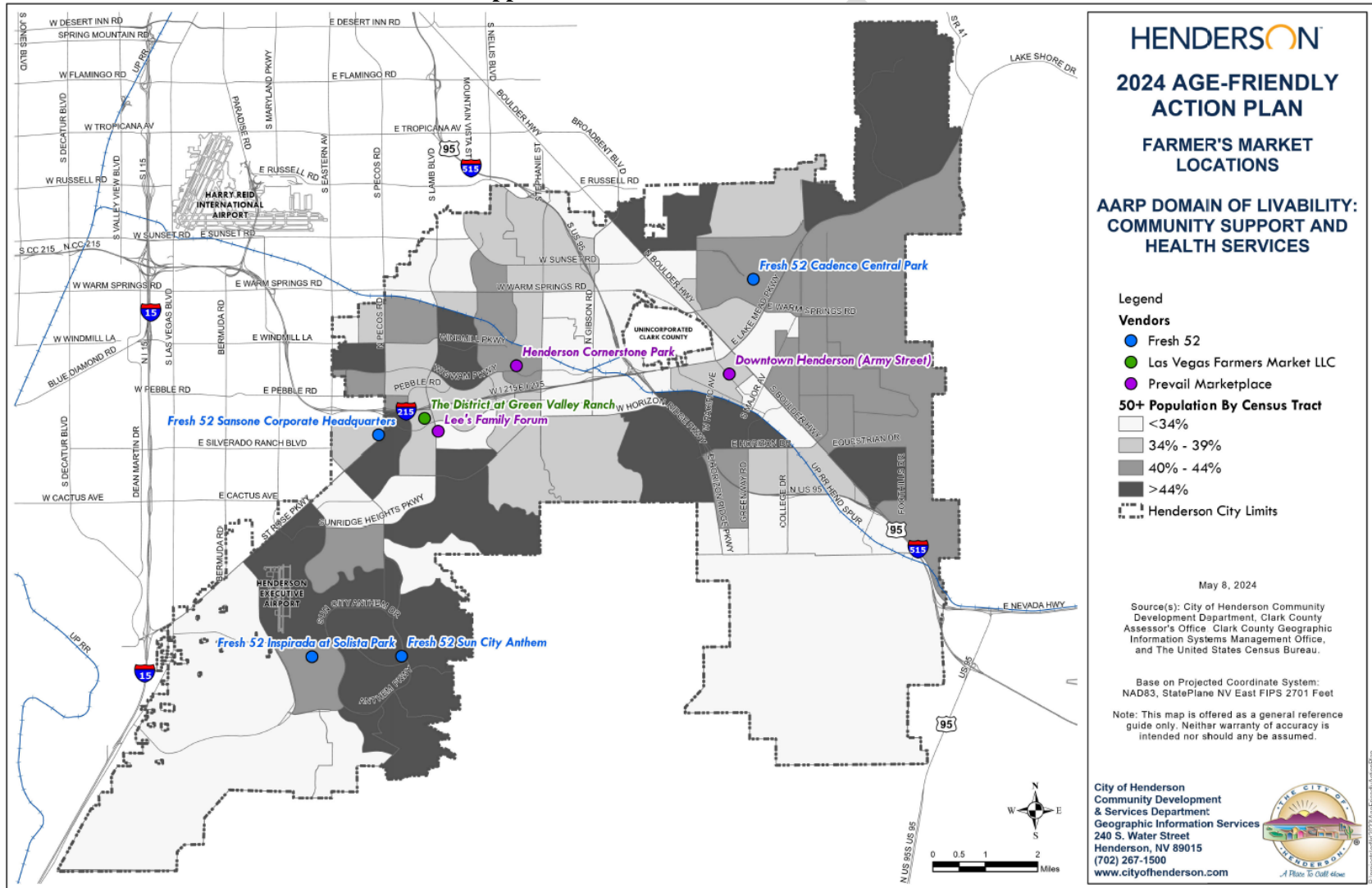




## Appendix C-5: Outdoor Spaces and Recreation Facilities



## Appendix C-6: Farmers Market Locations





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